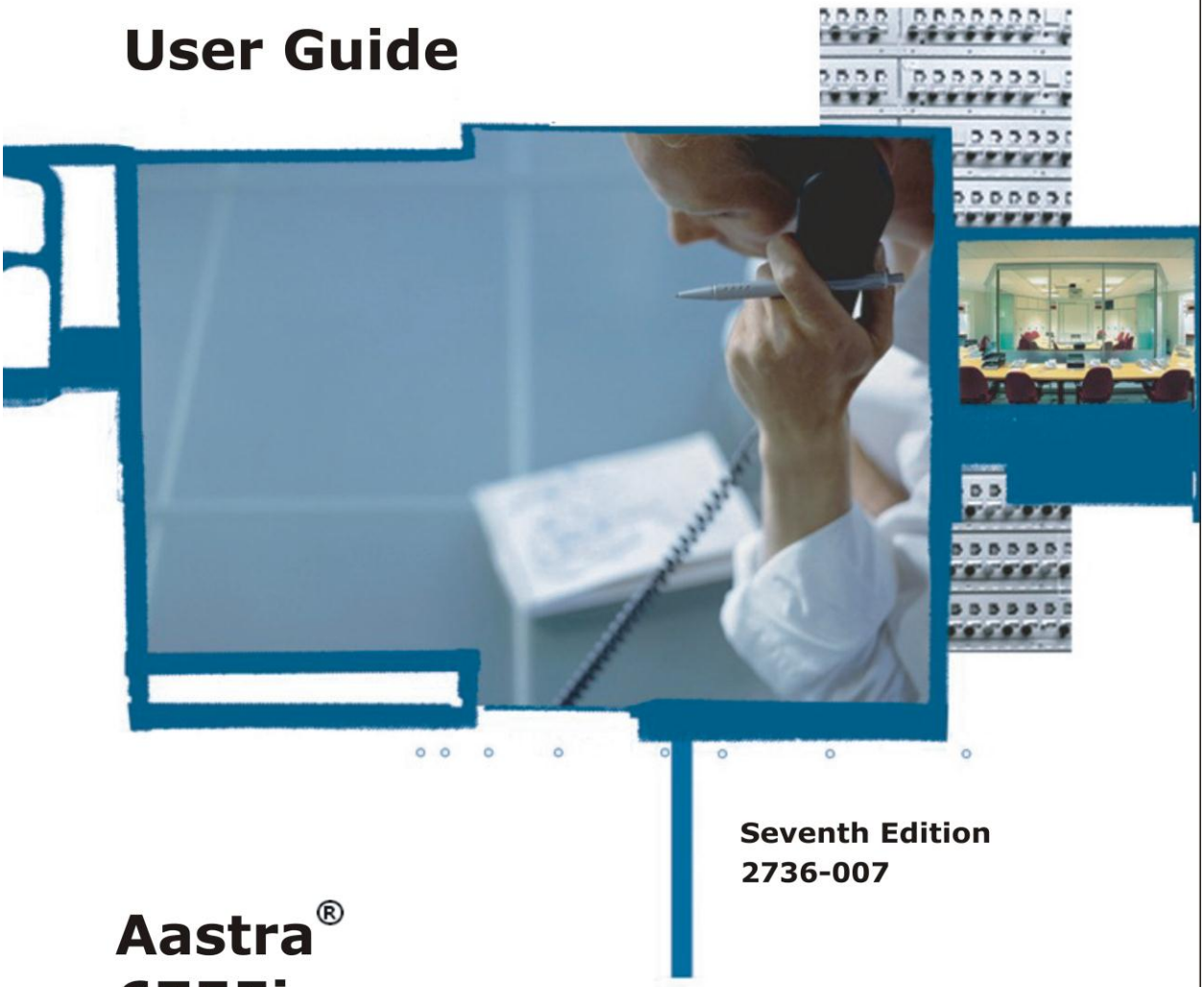
User Guide



Seventh Edition
2736-007

Aastra®
6755i
IP Phone
Pointspan SPN

AASTRA

7th Edition (March 3, 2011)

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Revision History

The following represents the revision history of this publication:

Revision Number	Date Completed	Point of Contact	Description
2736-007	12.2009	Bev Marsh	• Updates for Pointspan 5.4. and 5.5 • Intercom • Dynamic Agent Sign-on • Call Mark • Night Service • Overflow • Call Force • Multi-Ring • Hotline
2736-006	04.2009	Bev Marsh	• Updates for Pointspan 5.3. • Rename Expansion Modules
2736-005	02.2009	Aastra Technical Publications – bhm	• Updates for Pointspan 5.2. • BLF/DSS. • Expansion Modules. • ACD Queue Depth key. • ACD Agent Statistics key. • Rename phone to 6755i.
2736-004	02.2008	Aastra Technical Publications - bhm	• Updates for Pointspan 5.1. • Add Auto Dial. • Add ACD Features. • Emergency call handling for remote SIP workers is added.
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2736-001	03.14.2007	Aastra Technical Publications - bhm	Initial release of this publication. Firmware release 2.1.0.2145.

6755i Product

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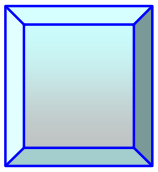


About This Publication

Overview

This guide explains how to use the features of your new 6755i IP phone. The features assigned to your phone were chosen by your system administrator according to the requirements of your organization; therefore, you may not have access to all the features presented in this document.

Audience

This publication is intended for any user of the 6755i IP phone.

Terms and Definitions

Term	Definition
BLF	Busy Lamp Field
DLS	Directory Lookup Service on the Pointspan System.
DSS	Direct Station Select
IP	Internet Protocol (IP) is a data-oriented protocol used for communicating data across a packet-switched network.
IP Address	An identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 10.160.10.240 could be an IP address.
MAC Address – Media Access Control	A number located on the white sticker on the bottom of the phone that serves as a name for each phone.
SIP – Session Initiation Protocol	The protocol for VOIP and other text and multimedia sessions, such as instant messaging, video, online games and other services.
VoIP – Voice Over IP	A technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.

References

The following publications provide additional information for the 6755i IP phone.

Title	Description
Aastra Model 6755i Installation Guide	Installation and set-up instructions, general features and functions, and basic options list customization. This publication is included with the telephone.

Chapter 1 Introduction

Overview

The 6755i IP telephone provides communications over an IP Network using the SIP IP telephony protocol. The 6755i has all the features of a regular business phone, allowing you to place and receive calls, transfer, conference and more.

The Aastra 6755i IP Phone

Figure 1. 6755i IP Phone

Phone Features

- 8 -Line graphical LCD screen (144 x 75 pixels) with white backlight.
- 12 programmable keys:
  - 6 keys on the top – Programmable hard keys (Up to 6 programmable functions).
  - 6 keys on the bottom – Programmable softkeys (Up to 20 programmable functions).

- 4 line/call appearance keys with corresponding status lamps.
- Supports up to 9 lines.
- Full-duplex speaker for hands-free calls.
- Headset support (modular connector).
- Built-in two-port, 10/100 Ethernet switch allowing you to share a connection with your computer.

General Requirements

The 6755i requires the following environment:

- A SIP-based IP PBX system or network installed and running with a SIP account created for the 6755i.
- Access to a Trivial File Transfer Protocol (TFTP) server.
- Ethernet/Fast Ethernet LAN (10/100mb).
- Category 5/5e straight through cabling.
- Power Options:
  - Power over Ethernet (PoE) 802.3af.
  - Inline power injector – An optional accessory necessary only if your network provides no inline power.
  - AC power adapter, included with the phone.

Headset/Handset Connection

Handset

Turn the phone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration below. Attach the handset to the other end of the handset cord.

Headset (Optional)

Turn the phone over and locate the headset jack marked . Insert the headset cord into the jack until it clicks into place. Then route the headset cord through the groove as shown in the above illustration.

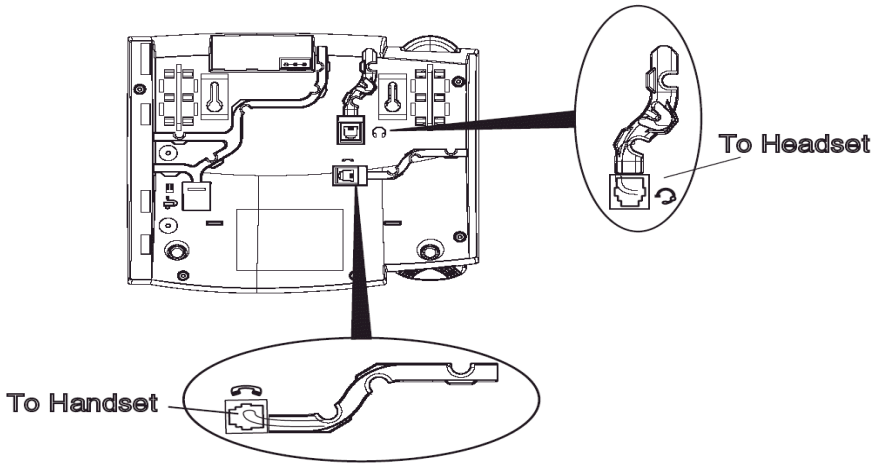


Figure 2. Handset and Headset Connections

Chapter 2
Getting Started

Installation and Setup

If your system administrator has not already setup your 6755i, please refer to the Aastra Model 6755i Installation Guide for basic installation and physical setup of the 6755i.

Note

- Your system or network administrator manages the configuration and updates for the IP phones on the configuration server.
- New updates to your phone can be automatically scheduled from the server by your system administrator. Automatic updates are scheduled during non-business hours or slow call periods.

Startup Sequence

The 6755i automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The following screens display:

Note

Other startup screens will only appear the first time you connect your phone, or if your phone has been set back to factory defaults.

Configuration and Updates

The 6755i then checks settings and looks for new configuration and firmware updates on the configuration server. If a new update is found, the phone displays the update it is installing (either "Updating Config" or "New Firmware"). This process could take a few moments while the configuration server downloads the latest updates.

Caution!

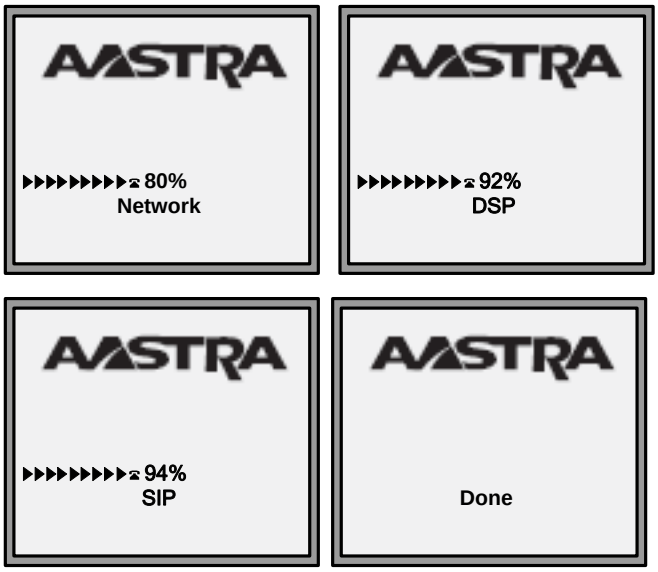
Do not unplug or remove power from the phone while it is restarting.

Language Packs

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.

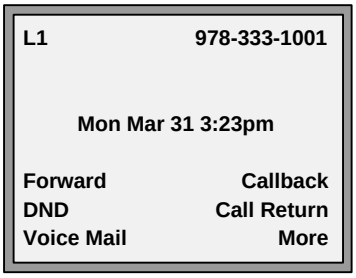
Configuration Complete

When the configuration update is complete, the phone displays the following screens:



Idle State Screen

The idle state screen displays when your 6755i startup process is completed.



Incomplete Configuration

If your phone displays an "Incomplete Config" message without any extension or user name at the end of the startup sequence instead of an Idle state screen, this indicates the phone configuration that was downloaded from the configuration server is not complete or correct. Contact your System Administrator for assistance.

No Service Message

See Appendix B, No Service for information.

Network Disconnected

See Appendix B, Network Disconnected for information.

6755i Keys and Functions

Figure 3. 6755i Keys and Functions

Key Description

Key	Description
Goodbye	• Ends an active call • Exits an open list, such as the Options List, without saving changes.
Options	Accesses a list of options to customize your phone.
Hold	Controls the Hold feature.
Redial	• Accesses the Redial list of to 100 previously dialed numbers. • Controls the Last Number Redial feature.
	Adjusts the volume for the handset, headset, ringer, and speaker.

Key	Description
	4 line/call appearance keys.
	Activates the Speaker or Headset depending upon audio mode.
	Mutes the microphone so that your caller cannot hear you. The lamp indicator flashes when the microphone is on mute.
	Navigation keys: Up and Down arrows (▲ or ▼): • Allow you to view status and text messages on the LCD display if the message consists of more than one line. • Allow you to scroll through menu selections, such as the Options List. Right and Left arrows (◄ and ►): • Allow you to view line/call appearances. • Allow you to exit and enter a specific option in the Options list. • While editing entries on the display, the LEFT arrow key erases the character on the left and the RIGHT arrow key sets (saves) the option.
	Hard Keys – 6 programmable hard keys at the top of the phone supporting up to 10 programmable functions, with corresponding status lamps.
	Softkeys - 6 Context-sensitive state-based softkeys displaying on the LCD screen supporting up to 20 programmable functions, with corresponding status lamps. By default, keys 1 through 6 have no assigned functions. You can configure all 6 bottom softkeys to perform specific functions. However, after you lift the handset, there are specific static softkeys that display and cannot be changed. • **1 - DIAL -** Allows you to dial out on the phone. • **2 - CONF -** Begins a conference call with the active phone. • **3 - XFER -** Transfers the active call to another number.

Key	Description
Optional Expansion Modules	The M670i or M675i Expansion Module(s) provide an additional 36 softkeys on each M670i Expansion Module, and up to 60 softkeys on each M675i Expansion Module. (The 6755i IP Phone allows up to 3 expansion modules on each phone).

Programmable Keys

The 6755i has the following programmable keys:

- 6 Top Hard Keys – Programmable hard keys that support up to 6 programmable functions, with corresponding status lamps for line appearances. There is a key card provided with the phone that provides label identification for these keys.
- 6 Bottom Softkeys – Context-sensitive state-based softkeys that support up to 20 programmable functions, with corresponding status lamps for line appearances. See Softkey Display below.

Features and Key Labels

Programmable hard keys and softkeys are configured by the system administrator according to the requirements of your organization. You may or may not have some of the features listed in the table below.

Key Name	Key Label (10-character display)	Description
Line/Call Appearances	**Directory Number**	Line/call appearances.
Conference	**Conf**	Establishes a 3-way conference.
Transfer	**Xfer**	Transfers a call to another party.
Call Forward	**Forward**	Forwards your calls to another phone.
Call Mark	**Call Mark**	
Call Park	**Call Park**	Parks a call.
Call Pickup	**Call Pkup**	Picks up a call ringing at another phone.
Do Not Disturb	**DND**	Places the phone in the Do Not Disturb state and incoming calls go directory to your pre-defined call forward/busy destination, usually your voicemail.
Empty	**No label – An assigned blank slot in the display.**	The softkey is configured to force a blank entry on the IP phone display for a specific softkey.

Key Name	Key Label (10-character display)	Description
Busy Lamp Field	**Label is from Pointspan DLS**	Allows you to have a key on your phone that displays of the status of a voice line configured on another phone.
Hotline	**Hotline**	Dials a pre-configured number automatically either immediately or after a pre-defined delay.
Intercom1	**Intercom**	Allows you to call other users within the same Intercom group by selecting the Intercom line and dialing a one or two-digit number.
Message Desk Operator	**Msg Desk**	Receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.
Voice Mail	**Voice Mail**	Accesses the voicemail system.
Callers List	**Callers**	Accesses the Callers List.
Speed Dial List	**Speed Dial**	Accesses a Speed Dial list with 99 entries available for quick dialing.
DLS (PBX) Directory	**Internal**	Accesses the DLS (PBX) directory.
Exchange (Active) Directory	**Corporate**	Accesses the corporate Exchange (Active) directory.
Contacts Directory	**Contacts**	Accesses your Outlook Contacts folder.
Combined Directory	**Directory**	Accesses any combination of DLS, Exchange, and Outlook Contacts directories.
RSS	**News**	RSS feeds such as CNN or ESPN.
Auto Dial	**Auto Dial**	Dials a user-defined number automatically.
Multi-Ring	**Multi-Ring**	When a call arrives at a line with Multi-Ring activated, the Pointspan system places one or more Multi-Ring calls if a line is configured with the Multi-Ring feature.
Custom XML Keys	**Custom Label**	Your System Administrator can create customized XML menu services to access on your phone. These services include things like weather and traffic reports, contact information, company info, or stock quotes.

ACD Features		
Sign On/Off	**On/Offline**	• Automatic • Manual + Agent ID • Manual + Agent ID + Password
Auto Answer	**AutoAnswer**	The Auto-Answer feature allows the agent to answer ACD calls without having to press the switch-hook.
Wrap/Work	**Wrap/Work**	• The Work feature is a time period activated manually by the agent, allowing for a more flexible time between ACD calls for paperwork, filing, or other tasks for which the Wrap-up time cannot be predicted. During this time, the agent does not receive ACD calls. • The Wrap-up feature is an optional time period set up by the System Administrator that automatically begins after each ACD call. Wrap-up allows an agent time to complete paperwork before a new ACD call.
Unavailable	**Un-avail**	The Agent Unavailable with Reason Code feature allows an agent to go into a pre-defined unavailable state where the agent is unavailable for taking ACD calls. This feature provides an alternative for going into the Work state or Signing off. For example, reason codes could represent "lunch", "break", etc. The reason code is captured in the system database and can be used in reporting statistics. Your system administrator has defined the reason codes.
Call Record	**Call Record**	Allows an agent to manually initiate call recording, which is particularly valuable when an agent is dealing with a hostile caller or an emergency situation, such as a bomb threat.

Message Recall	**Recall** The key label is defined by your system administrator and may be different on your phone.	The Message Recall feature allows you to scroll through messages sent by the supervisor on the phone display screen, beginning with the most recent message. Each message includes the time, date, and the message number. The maximum number of messages that can be stored per agent is a system setting in Centergy Reporting. When the maximum is reached, a new message will overwrite the oldest message.
Supervisor Alert	**Alert** The key label is defined by your system administrator and may be different on your phone.	The Supervisor Alert feature allows agents to send pre-programmed messages to the supervisor's call center management screen (Centergy Reporting).
Transact	**Transact** The key label is defined by your system administrator and may be different on your phone.	The Transact feature is a part of the Centergy Reporting system. It allows the call center management to define information codes that an ACD agent can use to collect information about the call using the telephone keypad. The information collected is stored in a database that is available for use in statistical analysis. Examples of Transact use would be to track product sales, inventory, special events, etc. Transact codes are provided by the supervisor or system administrator.
Agent Statistics	**Agent Stat**	Displays current individual agent statistics on the LCD display.
Queue Depth	**Queue Dep…**	Displays the queue depth.
Supervisor Features		
Night Service	**Night Svc**	Manually activates the pilot’s night call guide.
Overflow	**Overflow**	Manually routes all calls in queue to any overflow pilots.
Call Force	**Force**	Manually suspends the Work and Wrap for all agents in the pilot so that they are available to receive calls.

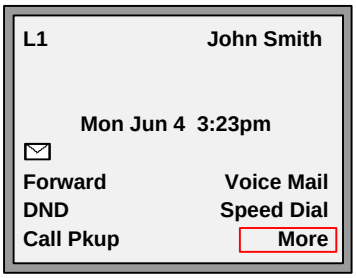
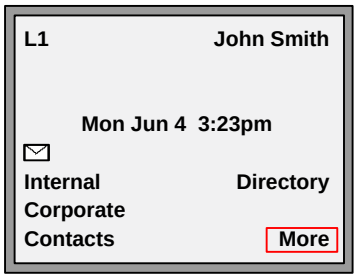
Other Softkeys:
Your system administrator may assign other softkeys with custom labels to your phone that give you access to custom applications created for your site. Your system administrator will provide information regarding these special softkeys.

Softkey Display

Idle State Display

The idle screen displays when your 6755i is not in use and displays the feature softkeys configured for your phone. If more than 6 features have been configured, the **More** softkey displays in the 6th position of the section to allow you to navigate forward or backward in the softkey display list.

In the following example, 9 features were configured on the softkeys of the phone.

Main Idle Screen:	**Second Screen:**
5 softkeys display along with the **More** softkey indicating there are more keys to see.	When you use the **More** softkey, the top of the screen remains the same. • The 4 remaining softkeys display plus the **More** softkey. • The **More** softkey takes you back to the main screen.
 **Note** The ✉ icon indicates that you have new voicemail messages.	

"State-based" Softkey Display

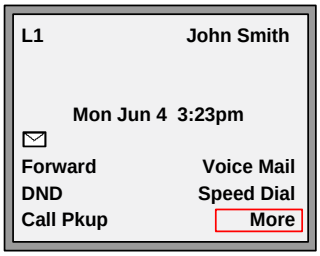
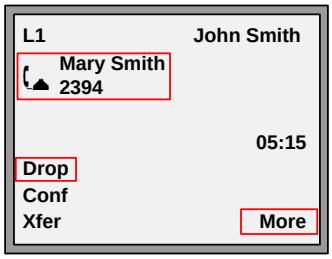
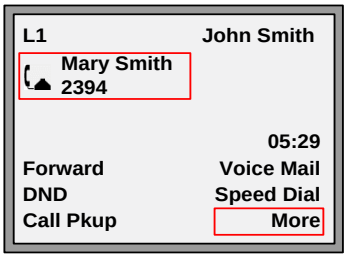
The softkey display at the bottom of the screen changes as the state of the phone changes. The softkey features display in the first positions and the *remaining softkey* features *move to the second and third screens as necessary.* For this reason, you should always use the **More** softkey to see more softkey options. For example:

- When you lift the handset to dial, the **Dial** softkey displays in the first position and the **Conf** and **Xfer** keys display, along with the **More** softkey. The remaining softkeys move to the next screens.
- When your phone rings, the **Answer** and **Ignore** softkeys display in the first and second positions, along with the **More** softkey. The remaining softkeys move to the next screens.
- When you are connected to a call, the **Drop** softkey displays in the first position and the **Conf** and **Xfer** softkeys display, along with the **More** softkey. The remaining softkeys move to the next screens.

Note

Feature softkeys such as **Call Park** and **Msg Desk** only display when the phone is in the connected state.

The following example shows how the screen changes from the idle state to the connected state.

Idle Screen	Connected State Screen	Connected State – Screen 2
The main idle screen: 	When you are connected to a call, the **Drop** softkey displays. 	The remaining softkeys from the main screen move to the second screen. 

Connected Call Display

A call display shows:

- The caller ID information (name and number, if available).
- The timer specific to that call.
- The call status in the form of icons.

Keys	Description
◀ and ▶	These icons display when there is more call information either to the left, right or both sides of the current information you are viewing.
▲ or ▼	These icons display when there is more information on the next screen or on the previous screen.

Keys	Description
	The call is on hold.
	The call is connected.

Line and Call Appearance Keys

There can be up to 9 line/call appearances configured on the 6755i:

- Line appearance keys are those with assigned directory numbers.
- Call appearance keys are those that are used along with the line appearance keys to support features such as conference, transfer, and call waiting.

Line/Call Appearance Hard Keys

There are 4 line/call appearance hard keys on the bottom right side of the phone labeled **L1 – L4**. The associated lamps indicate the status of the line or call appearance. The following applies to these keys:

- L1 is your preferred line and is your primary voice line (extension). Regardless of the line used on a call, the LCD display returns to the preferred line after a call ends (incoming or outgoing). The next time the phone goes off-hook, it will select your preferred line.
- The L2 key is usually assigned as a supporting call appearance for the L1 line, to provide another open line to perform Call Transfer, Conference, and Call Waiting.
- If you have only one directory number on your phone, you can also use any one of the line keys (L1 – L4) to originate a call. The destination will always display your directory number as the originator.
- If a call rings in when you are already on a call, the original call is automatically placed on hold when you answer the new call.
- If both the line and call appearance are busy, an incoming call follows the call forward busy destination. If there is no call forward/busy destination assigned, the caller hears busy tone.
- If you have more than one directory number on your phone and want to originate a call from a specific line is not your preferred line, you must choose the line manually.

Top Hard Keys as Line/Call Appearances

The 6 programmable hard keys on the top of the phone can be programmed as line or call appearances. The following applies to these keys:

- A line appearance and call appearance are usually assigned to adjacent keys.
- The lamps associated with the line or call appearance provide status.
- Either one of the keys can be used to place a call from that directory number. The destination will always display the directory number of the line appearance as the originating directory number.

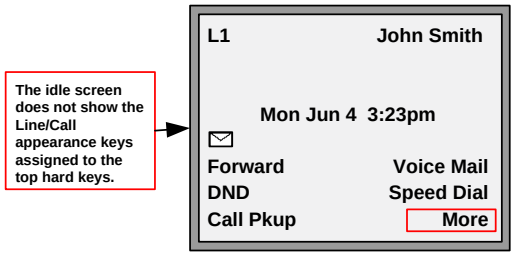
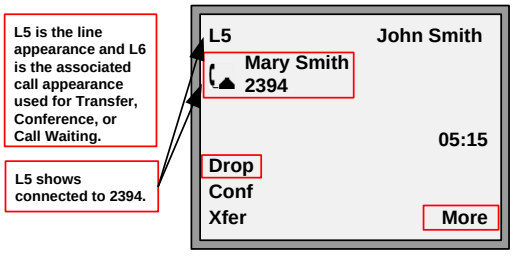
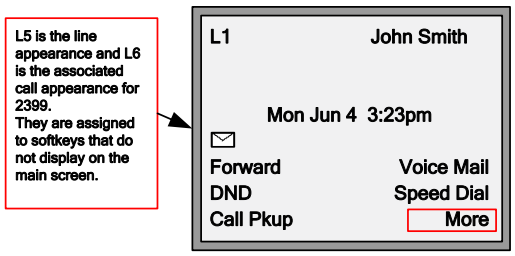
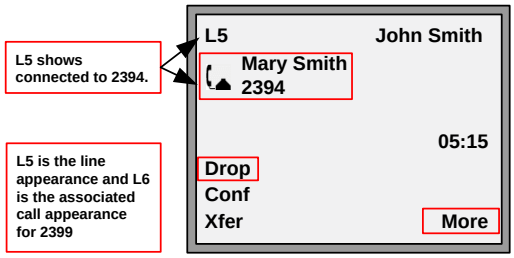
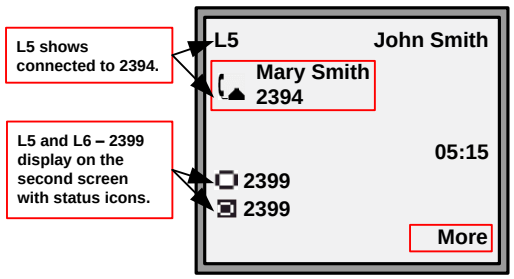
- Line/call appearance assignments on these keys are **L5 – L9**. If you want to originate a call from one of these keys, you must choose the line manually because your preferred line is L1.
- If both the line and call appearance are busy, an incoming call follows the call forward busy destination. If there is no call forward/busy destination assigned, the caller hears busy tone.
- If a call rings in when you are already on a call, the original call is automatically placed on hold when you answer the new call.

State-based Softkeys as Line/Call Appearances

The state-based softkeys on the LCD display can also be programmed as line and call appearances. The following applies to these keys:

- Both the main line appearance and the supporting call appearance display on the screen on the softkeys where they have been assigned. Status icons also display next to the directory number for these keys.
- The lamps associated with the line or call appearance provide status.
- The line appearance and call appearance are usually assigned to adjacent keys.
- Line/call appearance assignments on these keys are **L5 – L9**. If you want to originate a call from one of these keys, you must choose the line manually because your preferred line is L1.
- Either one of the keys can be used to place a call from that directory number. The destination will always display the directory number of the line appearance as the originating directory number.
- If both the line and call appearance are busy, an incoming call follows the call forward busy destination. If there is no call forward/busy destination assigned, the caller hears busy tone.
- State-based softkeys on the LCD display assigned as line/call appearances will move to the subsequent screens along with the other feature softkeys according to the state the phone is in.
- If call rings in on line/call appearance softkeys that do not display on the first screen of the phone, you can go off-hook and the call is automatically answered. If you want to view the actual line appearance softkey, you must use the **More** softkey to go to the screen where the softkeys are displayed.

The following illustrates the top hard keys and the bottom state-based softkeys as line/call appearances in the idle state and the connected state.

Idle State Display	Connected State Display
Line/Call Appearances assigned to the top hard keys:	
	
Line/Call appearances assigned to the bottom state-based softkeys:	
	In the connected state, L5 - 2399 does not display on the main screen. The main screen only shows that you are connected on L5. You must use the **More** softkey to see the softkeys for L5 and L6 – 2399. **Screen 1:**  **Screen 2:** 

Line/Call Appearance Softkey Status Icons

Softkey Line/Call Appearance Status Icons		
Activity	**Icon**	**Description**
Idle		No call activity for the line/call appearance softkey.
Connected		On steady when a call is connected on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid lamp.
Ringing		Flashes slowly when a call is ringing in on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing lamp.
On Hold		Flashes slowly when a call is on hold on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing lamp.

Status Lamps for Line and Call Appearances

Line/Call appearance hard keys **L1 – L4** have green lamps. Line/call appearances assigned to both top hard keys and bottom softkeys have red lamps.

Activity	Lamp	Description
Idle	Off	No call activity on this line/call appearance.
Connected	Solid	A call is connected to the phone on this line/call appearance.
Ringing	Fast Flash	A call is ringing in on this line/call appearance.
On Hold	Slow Flash	A call is on hold on this line/call appearance.

Speaker and MWI Status Lamps

The Speaker lamp and the Message Waiting Indicator (MWI) lamp provide visual status indications.

Speaker Lamp

The speaker lamp is located beside the **Speaker** key.

Speaker LED Status	Description
On Solid	You are in Speaker mode.
Slow Flash	You are in Headset mode.

Message Waiting Indicator Lamp

The **Message Waiting Indicator** (MWI) lamp is located at the top right of the phone.

MWI LED Status	Description
Slow Flash	You have a new message (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

Volume Key

You can adjust the volume on the receiver, headset, speaker, and ringer using the Volume key.

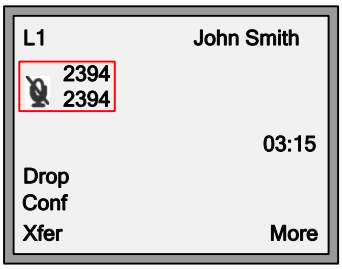
Step	Action	Result
Set Ringer Volume:		
1.	Leave the handset in the cradle.	
2.	Press the **Volume** key .	The Ringer displays on the screen and you hear the current ringer volume. You can also set the volume to OFF.
Set Handset Volume:		
1.	Lift the handset	You hear dial tone at the current sound level.
2.	Press the **Volume** key .	The Handset volume indicator displays on the screen. The handset remains at this volume until it is adjusted again.
Set Headset Volume:		
1.	Press the **Volume** key while on a call.	The Headset volume indicator displays on the screen. The headset remains at this volume until it is adjusted again.
Set Speaker Volume:		
1.	Press the **Volume** key while on a call and talking on the Speaker.	The Speaker volume indicator displays on the screen. The speaker remains at this volume until it is adjusted again.

Call Timer

This timer displays the elapsed time of a call.

Mute

You can use the **Mute** key in any audio mode.

Step	Action	Result
Activate the Mute feature:		
1.	During a call: Press the **Mute** key. Caution! If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.	• The red Mute lamp flashes slowly. • The microphone icon displays on the screen. • You can hear the caller. • The caller cannot hear you. 
Deactivate the Mute feature:		
1.	Press the **Mute** key again.	Mute is deactivated.

Chapter 3
Customize your Phone

Options List

You can customize your phone using the Phone User Interface (UI) and the Options List. The Options List is a list of configuration options for your phone. The **Options** key allows you to access the list.

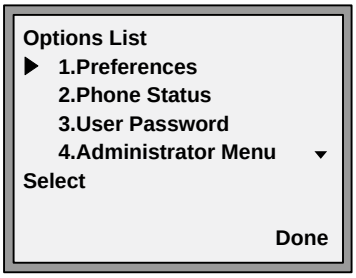
The following table shows the phone options you can access with the Phone UI. Options requiring an administrator password are indicated.

If you make changes from the default settings, they are permanent until you change them again.

Main Menu Options	Sub-menu Options	Description
Preferences	Tones	Sets ring tone and tone set preferences.
	Display	Sets the contrast level and backlight for the phone display.
	Auto Dial/Speed Dial Edit	Allows the user to configure an Auto Dial key.
	Live Dialpad	Controls the Live Dialpad feature. This feature is set to **ON** by default.
	Set Audio	Sets the audio type used to handle calls your calls. The audio mode is set to **Speaker** by default. It also set the headset microphone volume.
	Time and Date	Sets the time and date on the phone.
	Language	The language option has been pre-defined as English.
Phone Status	IP and MAC Addresses	Displays the IP and MAC addresses.
	LAN Port	Displays LAN Port information.
	PC Port	Displays PC port information.
	Firmware Info	Displays the current firmware used by the phone.
User Password	Sets the user password on the phone.	
Administrator Menu	Administrator functions requiring an administrator password.	

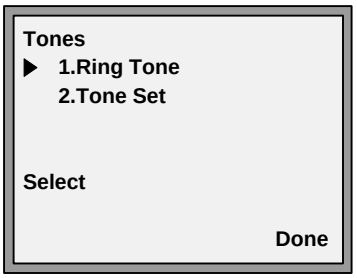
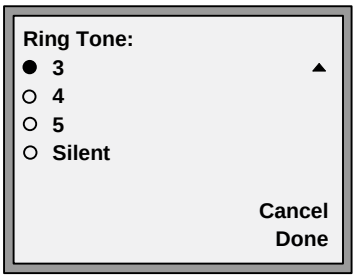
Main Menu Options	Sub-menu Options	Description
Restart Phone	Restarts the phone.	
Phone Lock	Locks and unlocks the phone.	

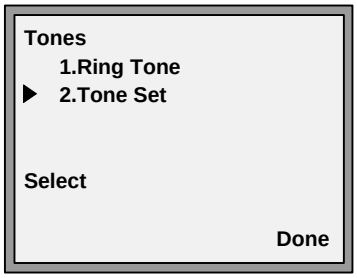
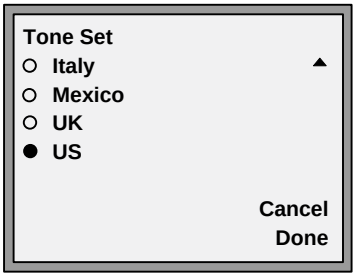
Access the Options List

Step	Action	Result
1.	Press the **Options** key.	The Options List displays. 
2.	• Press ▼ or ▲ to scroll through the list of 6 options. • Press Select or ▶. **Or** • Press the menu item number to go directory into the option.	The corresponding option screen displays.
Exit and save changes:		
1.	Press the **Done** or **Quit** key at any time.	The change is saved and you return to the previous screen.
Cancel changes:		
1.	• Press the **Cancel** key. **Or** • Press ◀ until the main screen displays. **Or** • Press the **Goodbye** key.	
Exit the Options list:		
1.	Press the **Goodbye** key or the **Options** key from any menu.	The idle screen displays.

Preferences Menu

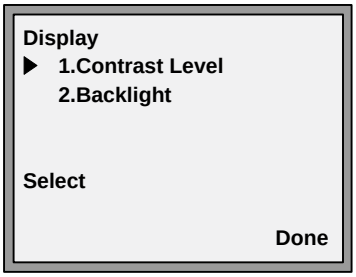
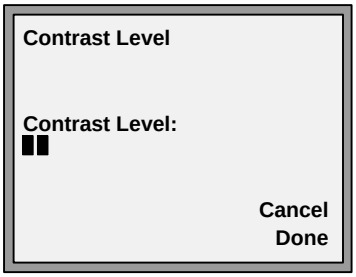
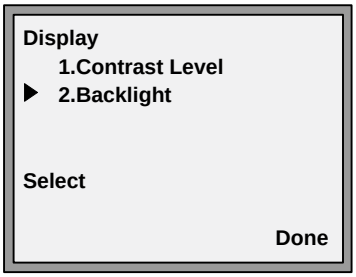
Tones

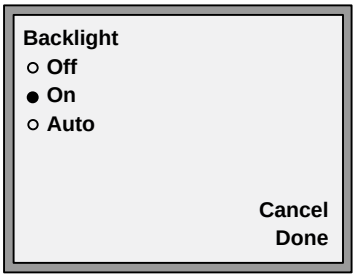
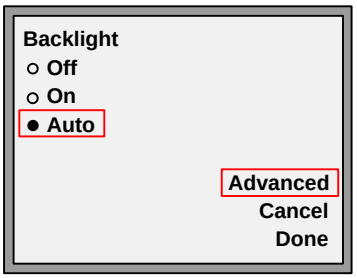
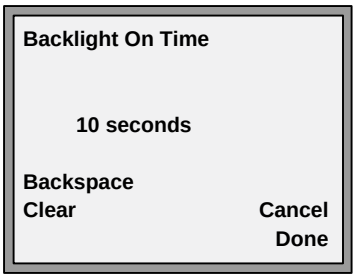
Step	Action	Result
Ring Tone: Sets ring tone. Select from 5 different ring tones or choose silent ring tone. (Ring tone 1 is the default.)		
1.	Go to **Options** > **Preferences**.	
2.	Press **Select** or ▶.	The Preferences menu displays. The Tones option is the default.
3.	Press **Select** or ▶.	The Tones menu displays. Ring tone is the default. 
4.	Press **Select** or ▶.	The Ring Tone screen displays. Ring Tone 1 is the default. 
5.	Press ▼ or ▲ until you find the desired ring tone.	As you navigate through the list, each tone plays.
6.	Press **Done**.	Ring tone is saved.

Tone Sets: Provides country-specific tone set options for call progress tones. (The US tone set is the default.)		
1.	Go to **Options** > **Preferences** > **Tones**.	
2.	Press ▼ to select **Tone Set**.	**3.** 
4.	Press **Select** or ▶.	The Tones Set screen displays. US is the default. 
5.	Press ▲ or ▼ to change the tone set. Valid values are: • Australia • Europe • France • Germany • Italy • Mexico • UK • US (Default)	
6.	Press **Done**.	The Tone Set option is saved.

Display

The Display option provides 8 contrast settings that brighten or darken the display. You can also turn the backlight on or off or set it to go out after a pre-defined length of time.

Step	Action	Result
Contrast Level:		
1.	Go to **Options** > **Preferences** > **Display**.	
2.	Press **Select** or ▶.	The Display options screen displays and Contrast Level is the first option. 
3.	Press **Select** or ▶.	The Contrast Level screen displays. 
4.	Use ◀ and ▶ to set the contrast level.	
5.	Press **Done**.	The choice is saved.
Backlight:		
1.	Go to **Options** > **Preferences** > **Display**.	
2.	Press ▼ to select **Backlight**.	

Step	Action	Result
3.	Press **Select** or ▶.	The Backlight screen displays with options. 
4.	Use ▼ and ▲ to set the backlight option.	
5.	Press **Done**.	The choice is saved.
Backlight on Auto: You can set the backlight to automatically turn off when the phone is idle after a specified length of time in seconds. You can reactivate the backlight by pressing any key.		
1.	Set the Backlight option to **Auto**.	The **Advanced** softkey displays. 
2.	Press the **Advanced** softkey.	The Backlight On Time screen displays. 10 seconds is the default timer. 
3.	• Press the **Backspace** softkey to erase a digit. **Or** • Press the **Clear** softkey to completely clear the field.	

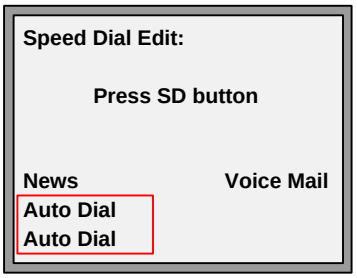
Step	Action	Result
4.	Press **Done**.	The Backlight setting is saved.

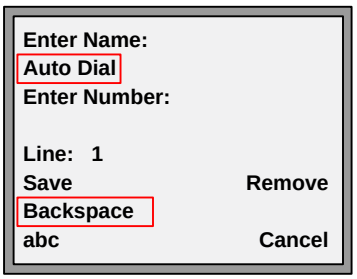
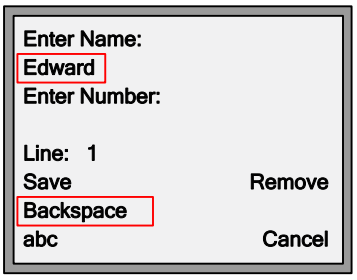
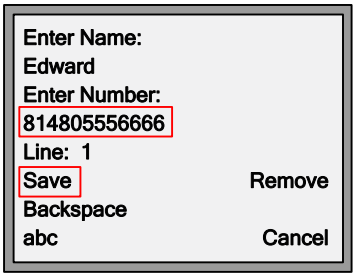
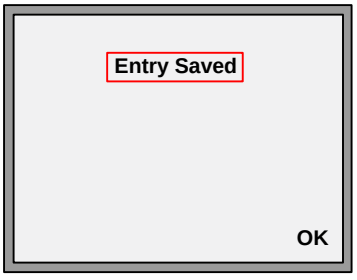
Auto Dial/Speed Dial Edit

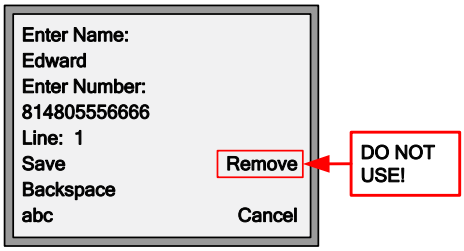
The Auto Dial/Speed Dial Edit feature allows you to configure an Auto Dial key on your phone. Programmable Auto Dial keys are pre-assigned and are labeled "**Auto Dial**." The following applies to this feature:

- If the Auto Dial key is assigned to a programmable hard key, you cannot change the label of the key using the Phone UI.
- This feature is **NOT** related in any way to your Speed Dial List and the Speed Dial key.
- You **cannot** edit a Speed Dial List entry using this option.

Configure an Auto Dial Key

Step	Action	Result
1.	Go to **Options** > **Preferences.**	
2.	Press **Select** or ▶.	
3.	Press ▼ to go to **Speed Dial Edit** in the menu.	
4.	Press **Select** or ▶.	• The Speed Dial Edit screen displays. • All ***programmable*** Auto Dial key lamps flash.  Note Key lamps such as Voice Mail will be on steady, but are not programmable as Auto Dial keys.

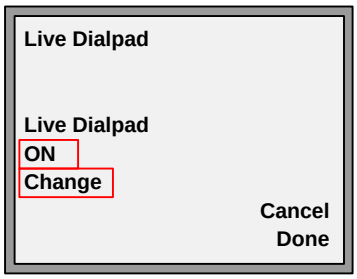
Step	Action	Result
5.	Press the **Auto Dial** key to edit.	The edit screen displays.  Note The Line number is the default line that the phone uses to dial the number.
6.	Use the **Backspace** softkey to change the name text from "Auto Dial" to your text choice. Note The ◀ key backspaces, but does not erase the text.	The new name displays. 
7.	Enter the number including any access numbers.	
8.	Press **Save**.	The Entry Saved message displays. 
9.	Press **OK**.	The main screen displays.

Step	Action	Result
10.	Warning! Do **NOT** use the **Remove** softkey. This softkey will remove the entire Auto Dial entry which requires administrative access to restore.	

Live Dialpad

This option controls the Live Dialpad feature.

- Live Dialpad feature ON (Default) - The phone automatically selects a line/call appearance and turns the speaker on as soon as a dial pad key is pressed. If the number is not completed, the phone will time out, go to the busy state, and play busy tone until you disconnect by using the **Goodbye** key or hang up.
- Live Dialpad feature OFF – The digits are entered first, displayed on the screen, and can be edited using the **Backspace** softkey. When the handset is lifted or the speaker key pressed, the number automatically dials.

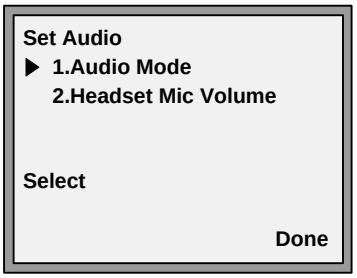
Step	Action	Result
1.	Go to **Options** > **Preferences** > **Live Dialpad**	
2.	Press **Select** or ▶.	The Live Dialpad screen shows current status. The default is ON. 
3.	Press the **Change** softkey to toggle between OFF and ON.	
4.	Press **Done**.	The change is saved.

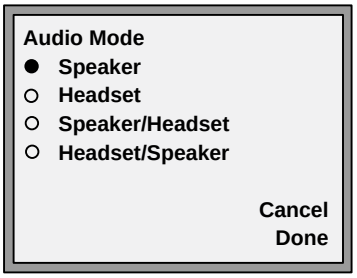
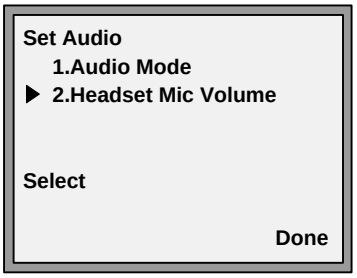
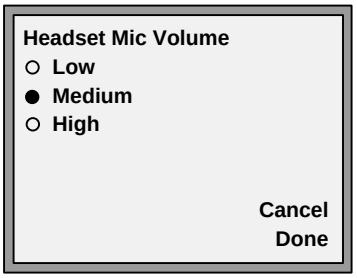
Set Audio

The Set Audio option provides 4 audio combinations for maximum flexibility for handling calls. Incoming audio can be set to one of the following options:

Option	Description
Speaker (Default)	The default setting. Calls are placed or received using the handset or speaker. Use the **Speaker** key to switch between handset and speaker.
Headset	Place or receive calls using a headset. Use the **Speaker** key to switch between the headset and handset. Lift the handset to switch from the headset to the handset.
Speaker/Headset	Incoming calls go directory to the speaker. Use the **Speaker** key to switch between the speaker, headset, and handset. Lift the handset at any time to switch back to the handset from either the speaker or the headset.
Headset/Speaker	Incoming calls go directly to the headset. Use the **Speaker** key to switch between the speaker, headset, and handset. Lift the handset at any time to switch back to the handset from either the headset or the speaker.

Set the Audio Option and Headset Volume

Step	Action	Result
1.	Go to **Options** > **Preferences** > **Set Audio**.	The Set Audio screen displays. 

Step	Action	Result
2.	Press **Select** or ▶.	The Audio Mode screen displays. Speaker mode is the default. 
3.	Use ▼ and ▲ to reset the audio option.	
4.	Press **Done**.	The change is saved. The Set Audio menu displays again.
Headset Microphone Volume:		
1.	Go to **Options** > **Preferences** > **Set Audio**.	
2.	Press ▼ to select **Headset Mic Volume**.	
3.	Press **Select** or ▶.	The Headset Mic Volume screen displays. 
4.	Press ▼ or ▲ or to select the volume.	
5.	Press **Done**.	The change is saved.

Time and Date

This option sets the date and time on the phone, but can be overwritten by the time server when the phone is restarted.

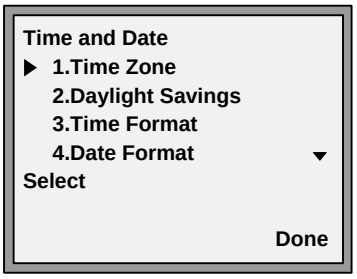
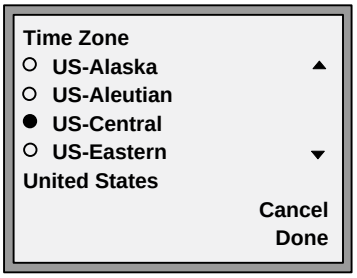
Time Server

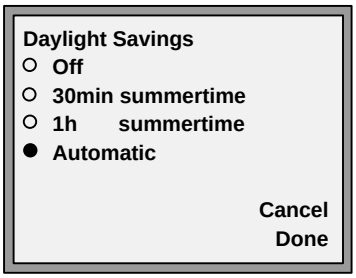
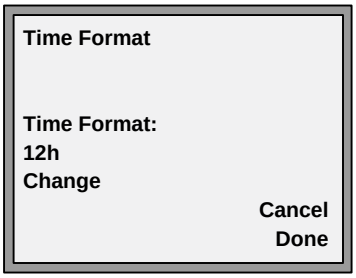
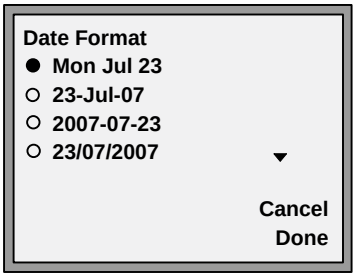
The phone acquires the time and date from the time server. The time server is already assigned, and this option requires an administrator password. Talk to your administrator if your phone has any difficulty with the date and time.

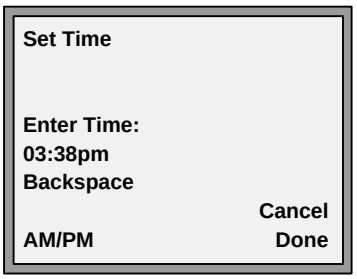
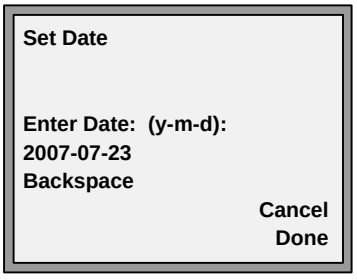
Set Time and Date Manually

Note

If you set the time manually, the phone will not try to synchronize the time with the time server until the next time the phone is restarted.

Step	Action	
1.	Go to **Preferences** > **Time and Date**.	
2.	Press **Select** or ▶.	The Time and Date menu displays. 
Time Zone: Sets the current time zone. US-Central is the default.		
1.	Go to the **Time Zone** option.	
2.	Press **Select** or ▶.	
3.	Press ▲ or ▼ to scroll to the desired time zone.	
4.	Press **Done**.	
Daylight Savings Time: Sets daylight savings time. Automatic is the default.		
1.	Go to the **Daylight Savings** option.	

Step	Action	
2.	Press **Select** or ▶.	
3.	Use ▲ or ▼ to scroll to the desired daylight savings option.	
4.	Press **Done** to save.	
Time Format: Sets the time format display (12h or 24h clock).		
1.	Go to the **Time Format** option.	
2.	Press **Select** or ▶.	
3.	Press **Change** to toggle between 12-hour and 24-hour format.	
4.	Press **Done**.	
Date Format: Sets the date display format.		
1.	Go to the **Date Format** option.	
2.	Press **Select** or ▶.	
3.	Press ▲ or ▼ to scroll to the desired date format.	
4.	Press **Done**.	

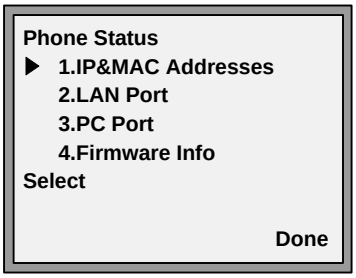
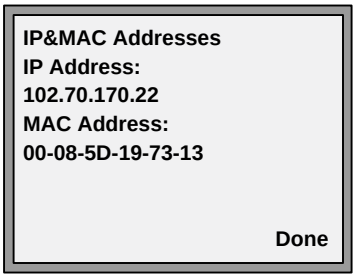
Step	Action	
Time Server: Requires an Administrator Password.		
Set Time: Displays the network time if the Time Server option is enabled and also allows you to set the time manually. **NOTE:** If you set the time manually, the phone will not try to synchronize the time with the Time Server until the next time the phone is restarted.		
1.	Go to the **Set Time** option.	
2.	Press **Select** or ▶.	
3.	Use the keypad to enter the time.	
4.	Press the **AM/PM** softkey to toggle between AM and PM.	
5.	Press **Done**.	
Set Date: Displays the network date if the Time Server option is enabled and also allows you to set the date manually. **NOTE:** If you do set the date manually, the phone will not try to synchronize with the Time Server until the next time the phone is restarted.		
1.	Go to the **Set Date** option.	
2.	Press **Select** or ▶.	
3.	Use the keypad to enter the date in the format displayed.	

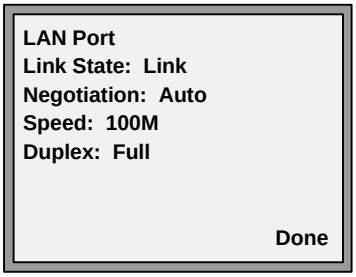
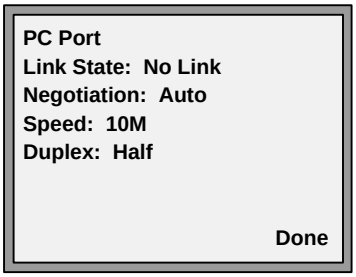
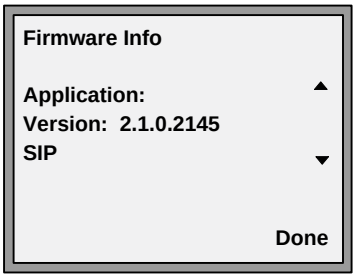
Step	Action	
4.	Press **Done**.	

Language

This option sets the language for all of the phone display screens. The phone is permanently set to the English language.

Phone Status Menu

Step	Action	Result
1.	Go to **Options** > **Phone Status**.	
2.	Press **Select** or ▶.	The Phone Status menu displays. The IP and MAC addresses option is the first choice. 
IP & MAC Addresses:		
1.	Press **Select** or ▶.	The IP and MAC addresses for the phone display. 
2.	Press **Done**.	The Phone State menu displays.
LAN Port:		
1.	Go to **LAN Port** in the menu.	

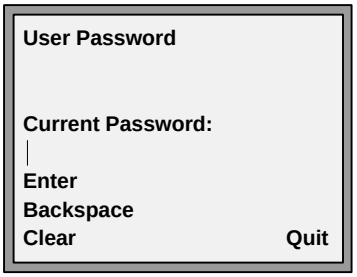
Step	Action	Result
2.	Press **Select** or ▶.	The LAN port information displays. 
3.	Press **Done**.	The Phone State menu displays.
PC Port:		
1.	Go to **PC Port** in the menu.	
2.	Press **Select** or ▶.	The PC Port information displays. 
3.	Press **Done**.	The Phone State menu displays.
Firmware Info:		
1.	Go to **Firmware Info** in the menu.	
2.	Press **Select** or ▶.	The first of the Firmware Info screens displays.
3.	Use ▼ to scroll down to the screen that actually displays the firmware load.	
4.	Press **Done**.	

User Password

This option allows you to change the user password for your phone so that only you can alter your phone settings and helps keep your system secure.

Valid values for the password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed).

The default password is an empty string "" (field is blank.)

Step	Action	Result
1.	Go to **Options** > **User Password**.	
2.	Press **Select** or ▶.	The Current Password screen displays.  Note If the password *has never been set* up, press the **Enter** softkey and continue with password setup.
3.	Enter the current user password.	
4.	Press **Enter**.	
5.	Enter the new user password.	
6.	Press **Enter**.	
7.	Re-enter the new user password.	
8.	Press **Enter**.	The "Password Changed" message displays on the screen.
9.	Press **Quit**.	

Administrator Menu

The options in this menu are configured by a system administrator and require an administrator password.

Restart Phone

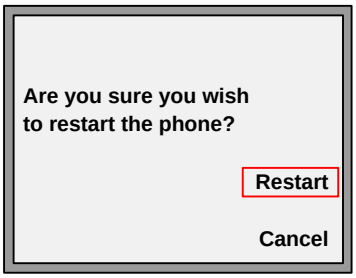
Occasionally you may be instructed to restart your phone to check for updates from the configuration server. This option allows you to restart the phone.

Note

Your phone is temporarily out-of-service during the restart and download processes.

Caution!

Do not unplug or remove power to the phone while it is checking or installing firmware.

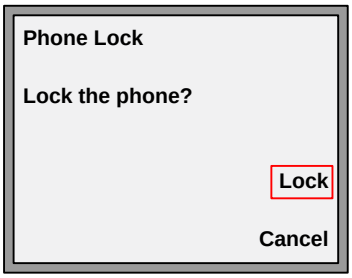
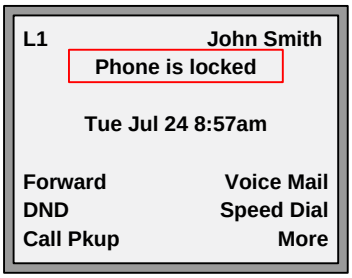
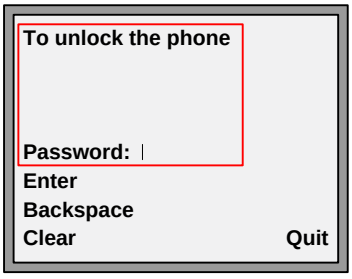
Step	Action	Result
1.	Go to **Options** > **Restart Phone**.	
2.	Press **Select** or ▶.	The restart screen displays. 
3.	Press **Restart.** Note Press **Cancel** to cancel without restarting the phone.	The phone restarts.

Phone Lock

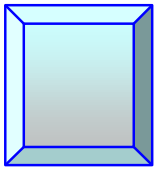
You can lock the phone to prevent it from being used or configured.

Caution!

While the phone is locked, only emergency 911 dialing is permitted.

Step	Action	Result
Lock the Phone:		
1.	Go to **Options** > **Phone Lock**.	
2.	Press **Select** or ▶.	The Phone Lock screen displays. 
3.	Press the **Lock** softkey to lock the phone.	The locked message displays on the phone.  The red status lamp at the top right of the phone turns on.
Unlock the Phone:		
1.	Go to **Options** > **Phone Lock**.	The "unlock the phone" message displays. 

Step	Action	Result
2.	Enter your user password. Note If the user password has never been set up, press the **Enter** softkey without a password.	• The phone is unlocked. • The red status lamp at the top right of the phone turns off.



Chapter 4
Call Handling

Place a Call

You can place a call using one of the following methods.

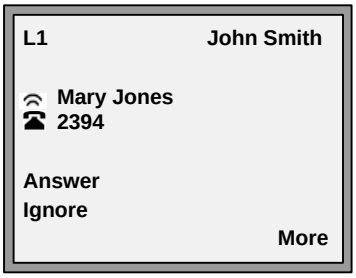
Note

If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

Step	Action	
1.	Dial the number. Note Live Dialpad is set to ON by default.	Note Speaker mode is the default audio mode. The Speaker turns on automatically when you dial the number, and the call is placed.
Handset:		
1.	Lift the handset (the phone will automatically select the next available line/call appearance).	
2.	Dial the number.	
Speaker Key:		
1.	Press the **Speaker** key.	
2.	Dial the number.	
Line/Call Appearance Key:		
1.	Press a line/call appearance key.	
2.	Dial the number.	

Receive a Call

When a call rings in at your phone, the inbound call screen displays, and the line/call appearance lamp and the MWI lamp flash.



Note

If you do not see the line/call appearance lamp flashing, the line ringing is a softkey that is not currently in the display. Use the **More** softkey to find the ringing line.

Answer an Incoming Call

When a call rings at your phone, only the softkeys needed to answer the call are displayed on the screen.

If the phone is already connected to a call, pressing the line/call appearance key for the new incoming call automatically places the connected call on hold and answers the new call.

If you cannot answer, the call is redirected to a pre-defined destination such as your voice mailbox.

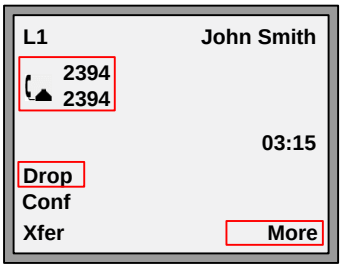
Step	Action
Handsfree Operation:	
1.	• Press the **Answer** softkey. **Or** • Press the line/call appearance key. **Or** • Press the **Speaker** key.
Headset:	
1.	Press the **Speaker** key.
Handset:	
1.	Lift the handset.

Ignore a Call

Step	Action	Result
1.	Press the **Ignore** key.	The call will forward to your pre-defined call forward/busy destination, usually your voicemail.

Connected Call

The connected state screen displays when you are talking to someone on the phone. The softkeys displayed are those you need for handling the call.



Note

Use the **More** softkey at any time to view other available softkeys.

One Directory Number Assigned to Multiple Phones

Occasionally, the same directory number is assigned to more than one phone. (This can be referred to as a Bridged Line Appearance or BLA.)

Example

In the following example, Phone A and Phone B have the same directory number assigned to a line/call appearance key on both phones. The following applies to call handling in this situation:

Phone A:

- When Phone A goes off-hook on the line, it takes control of the line **and** the associated call appearance.
- Phone A controls transfer, conference, hold, etc.
- Phone A shows a green status lamp on the line appearance if the call is on L1-L4.
- The call appearance lamp will not be lit unless Phone A is involved in transfer, conference, hold, call waiting, etc.

Phone B:

- Phone B shows a red status lamp on the shared line appearance key, indicating Phone A has control of the line.
- The call appearance lamp will not be lit unless the Phone A is involved in a transfer, or conference.
- If Phone B goes off-hook on the *line appearance*, silence is heard followed by dial tone because the call is *private* to Phone A.
- If Phone B goes off-hook on the *associated call appearance*, even though the lamp may not be lit, reorder is heard.

Note

If the shared directory number is assigned to a softkey or programmable hard key, status lamps are always red, but the same rules apply.

Calls on Hold with BLA

- If Phone A places the call on hold, it can be retrieved by Phone B by pressing the key of the red flashing lamp on Phone B. (Phone B does not have a Pickup softkey at this time because it does not have control of the call.)
- When Phone B takes control of the call, the line lamp changes to green and the display changes to reflect the details of the connected call. Phone A immediately returns to the off-hook display or the idle state display and the red status lamp on that line indicates Phone B has control of the call.

Callers List and Redial List

- For inbound calls answered by Phone A, Phone B does not show any details of the call on the screen, but does display "1 Missed Call", and the call is stored in the Callers List as a missed call. The opposite applies if the call was answered by Phone B.
- For outbound calls originated by Phone A, nothing is stored in the Redial list on Phone B because Phone A originated the call. The opposite applies if the call is placed by Phone B.

Handle Calls Using the Speaker

The Speaker allows you to speak to someone without using the handset or headset. The Set Audio option for your phone is set to "Speaker" by default.

Step	Action
Dial using the speaker:	
1.	Press the **Speaker** key and enter a number from dial tone.

Answer a call using the speaker:	
1.	Press the **Speaker** key or the line/call appearance key.
Switch between the speaker and handset in speaker audio mode:	
1.	• Lift the handset to go back to the handset. • Press the **Speaker** key to switch back to the speaker.
Switch between the speaker and the headset in speaker/headset audio mode:	
1.	Press the **Speaker** key.

Handle Calls Using a Headset

Ensure that you have selected a headset audio mode by accessing the Options list.

Step	Action
1.	Plug the headset into the jack.
2.	Press the **Speaker** key or the line/call appearance key to get dial tone or to answer an incoming call. Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the speaker. Also see Headset Volume.

End a Call

Step	Action
1.	From a connected call: • Press the **Goodbye** key. **Or** • Press the **Drop** softkey. **Or** • Place the handset back on hook if connected through the handset.

Emergency Call Handling for Remote SIP Workers

Emergency Call Handling (911 calling) is supported for Remote SIP Workers. Check with your system administrator if you have any questions.

Chapter 5
Phone Features

Overview

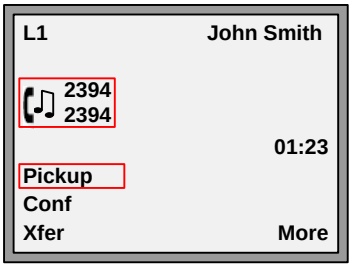
Features are configured on your phone according to the needs of your organization. You may or may not have some of these features.

Hold

Place a Call on Hold

Note

- You cannot place a call on hold or retrieve a call on hold if you are viewing the Redial List or Callers List.
- If you have left a call on hold for a pre-defined period of time (if the option is configured on your system), the system will ring your phone until you answer the call. When you answer, you are re-connected to the held party.
- With multiple calls on hold, or if your held call information is not on the screen, you can press ◄ or ► to view the screen that shows information about the call on hold.

Step	Action	Result
1.	From a connected call: Press the **Hold** key.	• The line lamp flashes slowly. • The MWI lamp on the top of the phone flashes. • The **Pickup** softkey displays. 

Retrieve a Held Call

Only the phone that placed the call on hold can retrieve the call on hold, unless the held call is on a directory number that appears on more than one phone.

Step	Action	Result
1.	Press the **Line** key where the call is on hold. Note • The **Goodbye** key will not retrieve a held call. • The **Hold** key will not retrieve a held call.	You are reconnected to the call.

Automatic Hold

The 6755i will automatically put your current call on hold when you press a new line key.

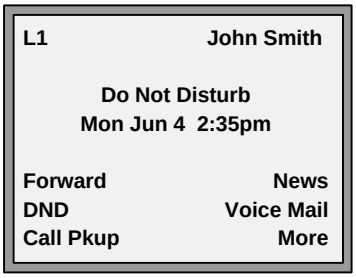
Manage Multiple Calls on Hold

Step	Action	Result
1.	Press ◄ or ► to scroll through the call list information.	
Connect to an incoming call or re-connect to a call you placed on hold:		
1.	• Press **Pickup**. **Or** • Press the line key.	
If the phone is already connected to a call:		
1.	Press the line key for the new incoming call.	The current call is automatically placed on hold, and the new call is answered.

Do Not Disturb

The Do Not Disturb (DND) feature allows you to block incoming calls. When DND is activated, an incoming call does not ring at the phone. Depending upon your system configuration, the caller may hear a message to call back later, or the call will forward directly to your pre-defined call forward busy destination, usually your voicemail. The DND key toggles this feature on and off.

If the phone shares a line with other phones, only the phone where DND was set is affected.

Step	Action	Result
Activate Do Not Disturb:		
1.	Press the **DND** key.	The Do Not Disturb message displays. 
Deactivate Do Not Disturb:		
1.	Press **DND**.	The feature is deactivated.

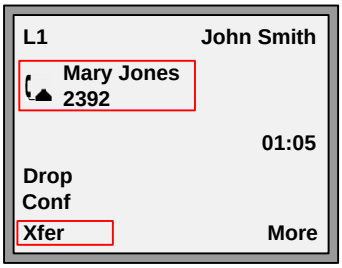
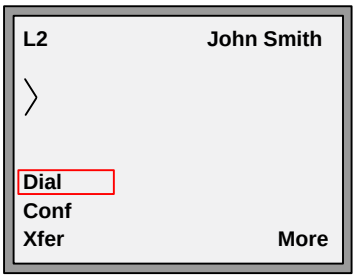
Transfer

Unannounced Transfer

When you transfer a call directly to another party and complete the transfer without consulting with the receiving party, it is called an unannounced transfer.

Announced Transfer

When you transfer a call to another party and remain on the line to talk to the other party before you complete the transfer, it is called an announced transfer. After you consult with the other party, you can either complete the transfer or go back to the original caller.

Step	Action	Result
Unannounced transfer:		
1.	You are connected to the call to transfer.	
2.	Press the **Xfer** key.	• The calling party is placed on hold and the line lamp flashes slowly. • Another line goes off-hook and you hear dial tone. 
3.	Dial the number of the destination party.	
4.	Before the destination party answers: • Press **Xfer** again. **Or** • Press the **Goodbye** key.	The transfer completes.
Announced Transfer:		
1.	Press the **Xfer** key.	• The calling party is placed on hold and the line lamp flashes slowly. • Another line goes off-hook and you hear dial tone. • The **Dial** softkey displays.

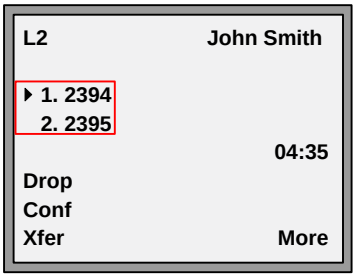
Step	Action	Result
2.	Dial the number of the destination party.	
3.	When the destination party answers the call: Talk to the destination party.	
4.	• Press **Xfer** again. **Or** • Press the **Goodbye** key.	You are dropped from the call, and the transfer completes.
Cancel a transfer:		
5.	Press the **Cancel** softkey while the destination is ringing.	
6.	Press the **Pickup** softkey.	You are reconnected to the original party.

Conference

The 6755i supports up to three parties in a conference call.

Establish the Conference

Step	Action	Result
7.	Connect to the first party to include in the conference.	
8.	Press the **Conf** softkey.	• The first party is placed on hold and the line lamp flashes slowly. • A new line goes off-hook and you hear dial tone. • The **Dial** softkey displays.
9.	• Dial the number of the party to add to the conference. **Or** • Press the **Dial** softkey and dial the number.	

Step	Action	Result
10.	Wait for the new party to answer. **Note** You can consult with the new party first before adding them to the conference.	• The original party is still on hold and the lamp is flashing. • The second line lamp is steady, indicating the new party is not yet been added to the conference.
11.	Press the **Conf** softkey again.	• The conference is established and the second line lamp turns off. • The original line lamp is on steady. • A list of the other two parties in the conference displays on the originator's screen. 
If you do not wish to add the third party to the conference:		
1.	Press the **Cancel** softkey while the third party's phone is ringing.	
2.	Press the **Pickup** softkey.	You are reconnected to the original party.

Release a Conferenced Party

Step	Action	
1.	Use ▲ or ▼ to point to the party to drop.	You are still connected to the other party.
2.	Press the **Drop** softkey. **Note** If you disconnect from the conference, the other two parties will also disconnect.	

Conference Two Previously Connected Calls

Begin with active calls on one line appearance and its associated call appearance.

Step	Action	Result
1.	Press the **Conf** key.	• Both calls are on hold. • A third line opens. • You hear dial tone.
2.	Press the Line key of the first held call.	The first line is connected.
3.	Press the **Conf** key again.	• The conference is established. • Only one line lamp is on.

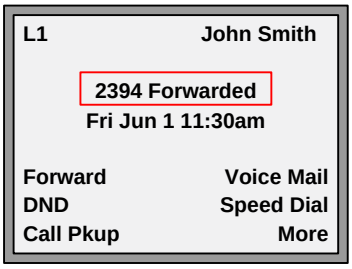
Call Forward

The Call Forward feature allows you to temporarily redirect your incoming calls to another number.

Note

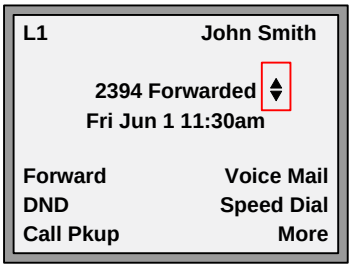
- Each directory number on the phone must be forwarded separately.
- If you have more than one directory number on your phone, you must press the line key first.

Step	Action	Result
Forward your main directory number:		
1.	On-hook or off-hook: Press the **Forward** softkey. Note If the Forward softkey is not visible on the main screen, use the **More** softkey to find it.	Hear the 2-beep confirmation tone.

Step	Action	Result
2.	Dial the destination number.	• Hear the 2-beep confirmation tone. • The calls for this number will be forwarded to this destination. 
Forward a number assigned to a softkey:		
1.	From the main screen: Press the **More** softkey until you find the line to forward.	
2.	Press the **Line** key.	Hear dial tone.
3.	Press the **More** softkey to find the **Forward** softkey.	
4.	Press the **Forward** softkey.	Hear the 2-beep configuration tone.
5.	Dial the destination number.	• Hear the 2-beep confirmation tone. • The calls for this number will be forwarded to this destination.
Forward a number assigned to a hard key that is not your main directory number:		
1.	Press the **Line** hard key.	Hear dial tone.
2.	Press the **Forward** softkey.	Hear the 2-beep configuration tone.
3.	Dial the destination number.	• Hear the 2-beep confirmation tone. • The calls for this number will be forwarded to this destination.
Deactivate Call Forward:		
1.	Find and press the appropriate line key.	
2.	Find the **Forward** softkey (using the **More** softkey if necessary.)	
3.	Press the **Forward** softkey.	• Hear the 2-beep confirmation tone. • Call Forward is deactivated for this directory number.

Multiple Call Forward Assignments

If you have activated Call Forward on more than one line, the display provides the up and down navigation keys ▲ or ▼ to scroll through the Call Forward list.



Call Mark

The Call Mark feature allows you to report an outside call with poor audio quality by using a single feature button labeled **Mark**. This feature is used to identify bad trunk lines. Pressing the Call Mark button generates an alarm on the system console identifying the bad trunk.

This feature eliminates the need for you to personally notify technicians of problems when on an outside call.

Call Park

The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call if not retrieved within the time limit, the call automatically reverts back to the extension that parked the call.

Step	Action	Result
Park a Call:		
1.	From a connected call: Press the **Call Park** key.	• You hear the **Park number** and then silence. • The call is parked and you can place and receive calls. Note To hear the number ***repeated***, immediately press the **Call Park** key again
2.	Write down the **Park number**.	

Step	Action	Result
3.	• Hang up the handset. **Or** • Press the **Goodbye** key.	
Retrieve a Parked Call:		
1.	From any phone on the system: • Lift the handset. **Or** • Press the **Speaker** key.	Hear dial tone.
2.	Dial the **Call Park** number.	• No ringing is heard. • You are immediately connected to the calling party.

Call Pickup

The Call Pickup feature allows you to answer a call ringing at another extension. Your 6755i provides the following 2 types of Call Pickup.

- **Group** - Your directory number is assigned to a Call Pickup group. You can answer the ringing extension of another member of the group using the **Call Pkup** softkey.
- **Directed** - You can answer a call directed to a phone outside of your group using the **Call Pkup** softkey and dialing the extension number of the ringing phone.
- **Both** – You can use both of the above options.

Step	Action	Result
Pick up a call in your Call Pickup group:		
1.	• Leave the handset onhook. • Press the **Call Pkup** softkey. **Or** • Lift the handset or press the Speaker button. • Press the **More** softkey. • Press the **Call Pkup** softkey.	You are immediately connected to the call.

Pick up a call outside of your Call Pickup group:		
1.	• Leave the handset onhook. • Press the **Call Pkup** softkey. **Or** • Lift the handset or press the Speaker button. • Press the **More** softkey. • Press the **Call Pkup** softkey.	Hear the 2-beep confirmation tone.
2.	Dial the number of the extension that is ringing.	You are connected to the call.

Note

- When two phones are ringing at the same time, the phone that was ringing first is picked up. That call can be put on hold while the second call is picked up.
- If you hear a fast busy tone after trying to pick up a call, either you are not assigned to that group or another group member has already picked up the call.

Call Waiting

When you are on an active call, and a second call rings in to your phone, you hear one beep, and the screen displays the name and number (if available) of the second caller. You have the option to answer the second call or let the second call forward to the pre-defined busy destination, usually your voice mailbox.

Step	Action	Result
1.	While on one call, a second call rings in to your phone.	• You hear one beep. • The display tells you the name and number of the second caller and the line/call appearance key number.

Step	Action	Result
2.	To answer the second call: • Press the **Answer** key for the second call. **Or** • Press the Line key of the second call. Note If you already have a call on hold when the second call rings in, the second call goes directly to voicemail.	• The first caller is placed on hold. • You are connected to the second caller. Note See Manage Multiple Calls On Hold for information on alternating between calls.

Busy Lamp Field/Direct Station Select

The Busy Lamp Field (BLF)/Direct Station Select (DSS) feature allows display of the status of a voice line configured on another station. The total number of BLF/DSS keys configured on all stations in the system cannot exceed 5000. A maximum of 50 BLF keys can be configured per station.

Example

A manager has a BLF line configured on his phone for monitoring the status of a worker's phone use. Three indicators show the status of the worker's monitored line:

Icon Display	Description	LED Status on your phone
	BLF-monitored line is active.	Solid
	BLF-monitored line is idle.	Off
	BLF monitored line is ringing, or BLF monitored list has gone offhook to originate a call.	Flashing

BLF Key

- Directed Call Pickup – You can use also use the BLF key to pick up a ringing call on the BLF-monitored line.
- The BLF key acts as speed dial button, and dials the BLF-monitored line automatically.
- Ring-Splash Option - The phone can be configured to play a ring-splash tone when a call is placed to a BLF-monitored line.

BLF Key Labeling Format

The BLF key on your phone can be labeled with the name or number of the line being monitored by the BLF key. The LCD display for a BLF key has 8 characters available to display a name.

The name can be displayed in two different formats depending upon how it is stored in the Pointspan DLS database. This has been pre-defined by your administrator.

1. Six characters of the first name with last initial, or
2. First initial with six characters of the last name.

Example:

George Washington can be displayed as "**G Washin**" or "**George W**".

Use the BLF Key

Step	Action	Result
Pick up a ringing BLF-monitored line:		
1.	Press the key with the flashing lamp.	You are connected to the caller.
Use as a speeddial key:		
1.	Press the BLF key.	The BLF-monitored line is dialed automatically.

Hotline

Unlike the current Autodial and Speeddial features you are not required to program the Hotline destination number at your phone. The Hotline destination is provisioned by the Administrator

Your Hotline key can be of one of two types:

- **Hotline (default)**: The phone immediately dials a preconfigured number when you lift the handset.
- **Warmline**: The phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number.

Intercom

The Intercom feature allows you to call other users within the same Intercom Group by selecting the Intercom line and dialing a one or two-digit number.

Intercom Groups can be:

- A 10-member group or.
- A 100-member group. When dialing members 1 through 9 in a 100-number group, you must prefix the number with a zero (0).

Your system administrator can tell you which type of group you have.

An Intercom line is assigned to a Line Select button. Intercom lines cannot be placed on hold and cannot be transferred.

SIP Intercom lines can have a standard ring (standard ring cycle) or a feature ring (short-short-long ring) depending on your configuration.

You can also use Hands-Free Auto Answer if your Intercom Line has been configured for that feature.

Step	Action	Result
1.	Press the Intercom button.	
2.	Dial the Intercom number.	The destination rings.

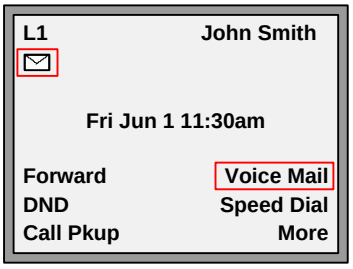
Message Desk Operator

A Message Desk Operator receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.

Step	Action	Result
1.	Answer the incoming call.	
2.	Press the **Msg. Desk** key.	
3.	• Press the **Goodbye** key. **Or** • Place the handset back on hook if connected through the handset.	The call is passed directly to the voice mailbox of the original destination party.

Voice Mail

The **Voice Mail** key is configured to automatically dial the voicemail system access number.



Note

The envelope icon displays on the idle screen only if you have new messages waiting.

Use the Voice Mail Softkey

Step	Action	Result
1.	Press the **Voice Mail** softkey.	The voicemail access number is automatically dialed.
2.	Follow the voicemail prompts.	

RSS Feeds

RSS feeds (Really Simple Syndication) are headline and banner-type Internet feeds that are operated by many news web sites, weblogs, and podcasters. The 480i provides access to these services.

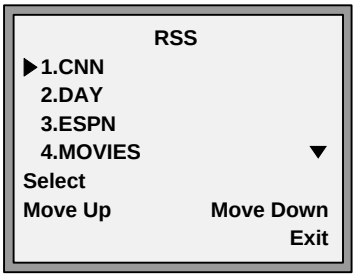
You can view an RSS feed during a call.

Note

The number of RSS feeds available is determined by the requirements of your organization.

Use an RSS Feed

CNN News is used in the following procedure as an example.

Step	Action	Result
1.	Press the **News** softkey.	The RSS feed list displays. 
2.	Use ▲ or ▼ to scroll through the entries. Note You can use the **Move Up** or **Move Down** softkeys to rearrange the list.	
3.	Press ▶ or **Select** to open CNN.	The news category list opens.
4.	Use ▲ or ▼ to scroll through the categories.	
5.	Press ▶ or **Select** to open the Top Stories category.	The Top Stories screen displays with specific news items for the day.
6.	Use ▲ or ▼ to choose a news item.	
7.	Press ▶ or **Select** to open the news item to view.	The news item displays.
8.	Use ▲ or ▼ to read through the news item.	
9.	• Use the **Back** softkey to access other categories or to exit. **Or** • Go off-hook and back on-hook to exit.	

Emergency Location Identification

Emergency Location Identification Determined by IP Address (ELIP) is a method used to determine the calling party number to be used when a SIP phone places an emergency call.

When a SIP phone enabled with ELIP places an emergency call, the Pointspan system searches a database to map the SIP phone's IP address to an Emergency Location Identifier to be used as the calling party number.

Hear your Emergency Location Identifier

You can hear the emergency location identifier for your station by dialing **#*9**. When the complete identifier has been spoken, you hear a zip-zip tone. If there is no emergency location identifier defined for your phone, you hear only a zip-zip tone.

#*9 is valid for any station in the Pointspan system.

CLASS Services Remote Access for SIP Stations and Trunks

The CLASS Services Remote Access feature allows a remote user (SIP Station or user connecting to Pointspan via a SIP Trunk) to set up three specific CLASS Service features for a directory number that supports these CLASS service features on Pointspan. No other CLASS services are implemented.

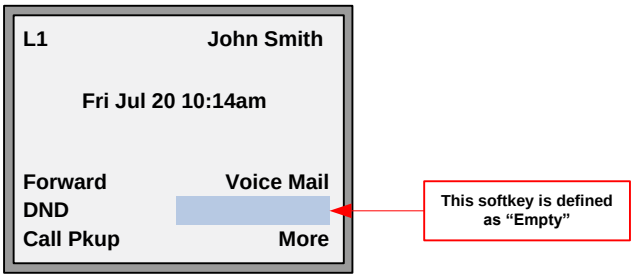
The following 3 CLASS features are available for SIP stations and trunks.

CLASS Feature	Turn ON	Turn OFF
Call Forward-All	*72	*73
Selective Call Forward	*63 for Access	
Anonymous Call Rejection	*77 ON	*87 OFF

Empty Key

This softkey is configured to force a blank entry on the IP phone display for a specific softkey.

Example idle display:



Chapter 6
Callers List and Redial List

Overview

The Callers List is a stored log of incoming calls containing up to 200 entries. The Callers List stores the name, phone number, call time and date, and missed/answered call status for all calls that ring in to this phone.

You can view, scroll through, and delete entries in the Callers List and dial directly from a displayed entry.

When the Callers List is full, the oldest call records are deleted to accommodate the information of new callers.

Callers List Display

Display	Description
N	The "**N**" at the left of the screen indicates a new call you have not reviewed.
XX New Callers	The display shows you how many new callers were added to the list since you last checked.
	Indicates an unanswered call.
	Indicates an answered call.

Callers List Functions

Step	Action	Result
Access the Callers List		
1.	Press the **Callers** softkey.	The Callers softkey red status lamp turns on. The Callers List "summary" screen displays.
2.	Use the ▲ or ▼ to scroll through the entries in the list.	
Dial from the Callers List:		
1.	From the selected entry: • Lift the handset. **Or** • Press the **Speaker** key. **Or** • Press a line/call appearance key. **Or** • Press the **Dial** softkey.	The number is automatically dialed.
Edit a number before you dial:		
1.	Press the **EditNum** softkey.	The editing softkeys display.
2.	Edit the number.	

Missed Calls Indicator

The 6755i displays the "<Number of> Missed Calls" in the idle state screen display. This display alternates between the number of missed calls and the date/time display.

As the number of missed calls increments:

- The phone numbers associated with the calls are stored in the Callers List.

- These missed calls are displayed as "<number of> new callers".

When you review the calls in the Callers List:

- The number of missed calls is cleared from the idle screen display.
- The number of new callers is cleared from the Callers List display.

Access Missed Calls

Step	Action	Result
1.	Press the **Callers** softkey.	The Callers List menu displays.
2.	Use ▲ or ▼ to scroll through the entries.	Missed calls are those marked with the telephone icon with the handset ON ☎.

Delete Entries in the Callers List

Step	Action	Result
Delete all entries:		
1.	Go into the **Callers List**.	
2.	Press the **DeleteList** softkey at the Callers List header.	
3.	Press the **DeleteList** softkey again to confirm.	
Delete only one entry:		
1.	Find the entry to delete.	
2.	Press the **Delete** softkey.	
3.	Press the **Delete** softkey again to confirm.	
Cancel the delete function:		
1.	Press the **Cancel** softkey.	

Exit the Callers List

Step	Action	Result
1.	Press the **Quit** softkey.	The **Services** menu displays.
2.	Press the **Exit** softkey. Note The screen will automatically return to the idle state display after a timeout if no softkeys are pressed.	The idle screen displays.

Redial

Last Number Redial

You can redial the last number you dialed using the Redial key.

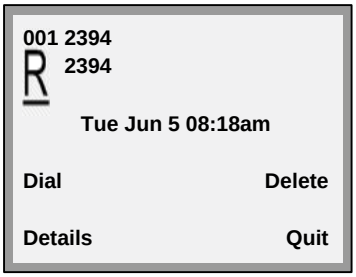
Step	Action	Result
Redial (On-hook or Off-hook):		
1.	• Press the **Redial** key 2 times. **Or** • Press the **Redial** Key 1 time. • Press the **Dial** softkey 1 time.	The number is automatically dialed.

Redial List

There are 100 entries in the Redial List. The list provides the number dialed and the name (if known), the date/time the number was dialed, and the line used to dial the number.

Note

You cannot edit an entry in the Redial List.

Step	Action	Result
Redial from the Redial List:		
1.	While on-hook: Press the **Redial** key one time.	The Redial List displays the first entry. 
2.	Use ▲ or ▼ to find the entry to call.	
3.	• Press the **Dial** softkey. **Or** • Press an available **line** key. **Or** • Press the **Speaker** key. **Or** • Lift the handset.	The number automatically dials.
Delete Entries in the Redial List:		
1.	Find the entry to delete.	
2.	Press the **Delete** softkey.	
3.	• Press **Delete Item** to delete only the *one selected entry*. **Or** • Press **Delete All** to delete *all entries* in the list.	Either the selected entry or all entries are deleted.
View Details of an entry:		
1.	Find the entry to view.	
2.	Press the **Details** softkey.	The specifics of that entry display.

Chapter 7
Speed Dial List

Overview

The Speed Dial list allows you to maintain a name-indexed list of personal directory numbers. Ninety-nine (99) Speed Dial entries are available.

The Speed Dial List allows you to store one name and 4 numbers for that name:

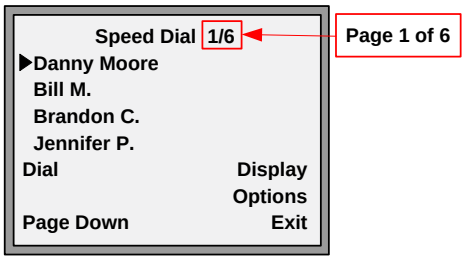
- Work Number
- Mobile Number
- Home Number
- Other Number

The Speed Dial feature is accessed using the **Speed Dial** softkey.

Note

The Speed Dial Edit choice in the **Options > Preferences** menu is **NOT related** to the Speed Dial List.

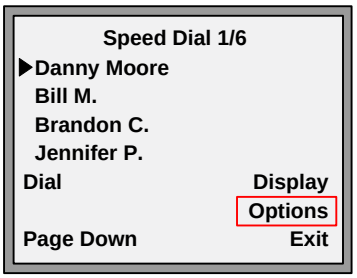
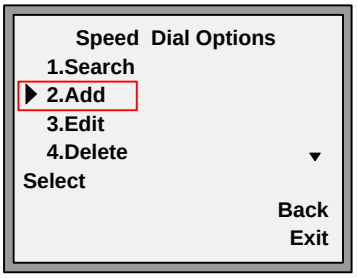
Speed Dial List Functions

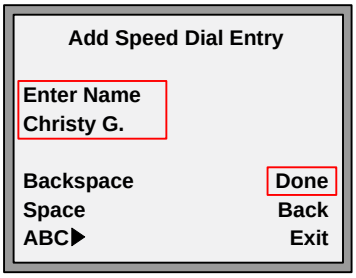
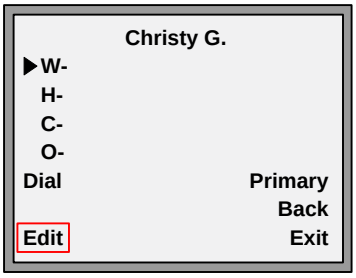
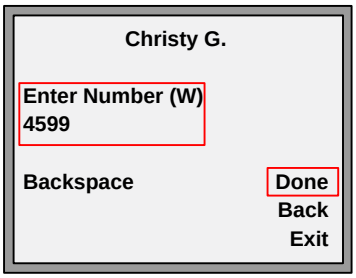
Step	Action	Result
Access the Speed Dial List:		
1.	Press the **Speed Dial** softkey.	The Speed Dial screen displays. 
2.	Use the **Page Up** and **Page Down** softkeys to scroll through the list. There are 4 entries per page.	

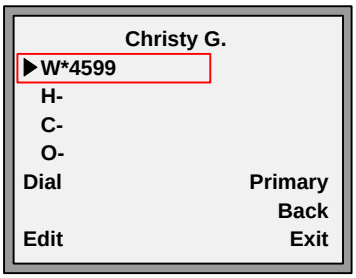
Add an Entry to the Speed Dial List:

NOTE:

If you store a number without storing a name, the entry remains, but displays as a blank space on the screen. The name can be added later.

1.	Press the **Speed Dial** softkey.	The Speed Dial list displays. 
2.	Press the **Options** softkey.	The Speed Dial Options screen displays.
3.	Use ▼ to scroll to the **Add** softkey.	
4.	Press ▶ or **Select**.	The Add Speed Dial Entry screen displays.

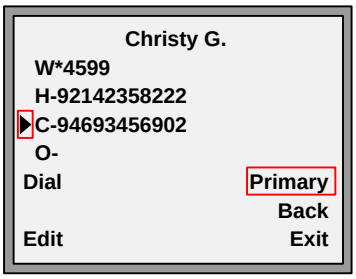
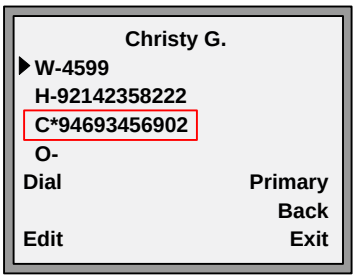
5.	Enter the name using the keypad. **Note** • Use the **ABC** softkey to toggle between uppercase, lowercase, and numeric characters. • Use the **Backspace** key to erase the previous character or use the ◀ key to backspace *over* the previous characters. • Use the ▶ or ◀ keys to go forward or backward *over* characters without changing them. • Use the **Space** softkey or Press ▶ to add a space to the right. • Use the "**1**" digit key in **ABC/abc** mode for special characters.	
6.	Press **Done**. **Note** The entry is saved even if you do not enter any numbers at this time.	The numbers list displays for the new entry.
7.	Use ▲ or ▼ to scroll to the number entry to edit. **Note** W = Work H = Home C = Cell O = Other	
8.	Press the **Edit** softkey.	The Enter Number prompt displays. 

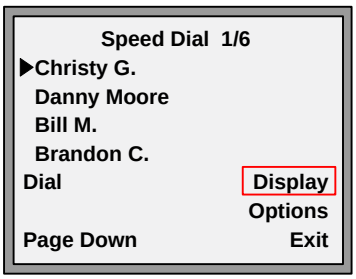
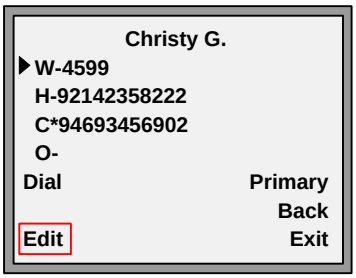
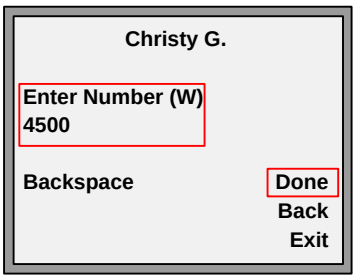
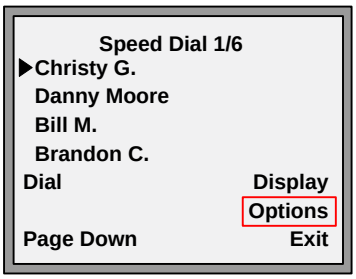
9.	Enter the number using the keypad. Include any external access numbers, such as 8 or 9, necessary to successfully place the external call type. **Note** • At least one number must be defined for an entry to use the **Dial** softkey. • If you save the entry from another directory, the access numbers are automatically added.	The entry displays with the number added. The first number entered automatically becomes the Primary Number. 
10.	Repeat to enter other numbers.	

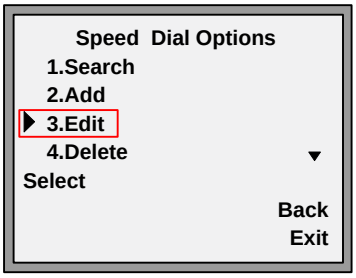
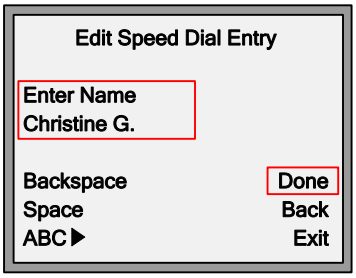
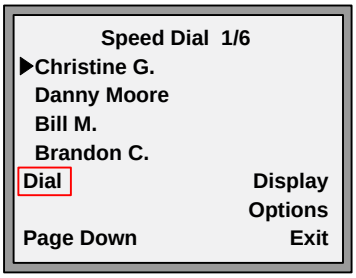
Assign a Primary number to automatically dial when you choose the entry:

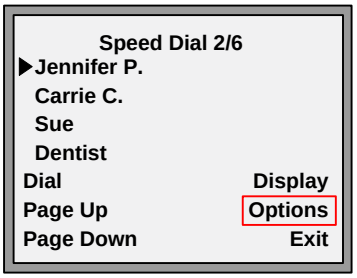
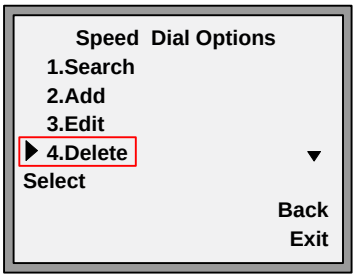
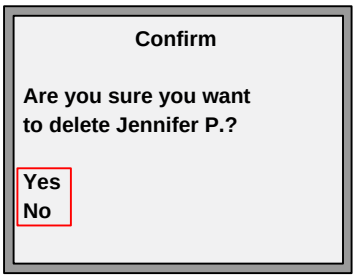
NOTE:

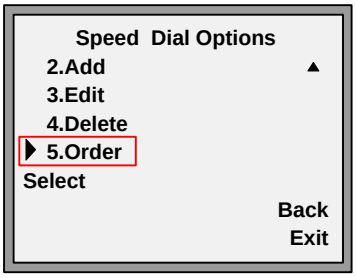
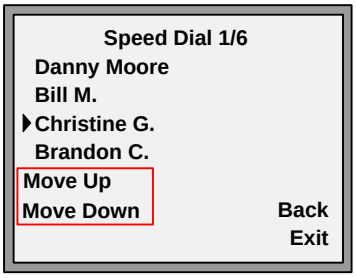
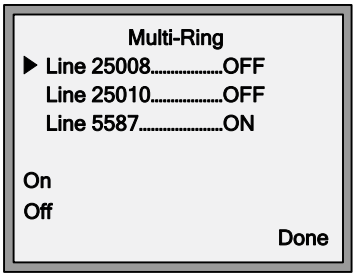
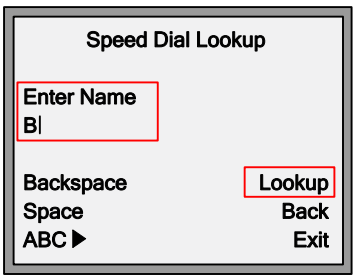
- The **Primary** number is indicated by a *** (star)** next to the number.
- If only one number is entered (any type), it automatically becomes the **Primary** number.

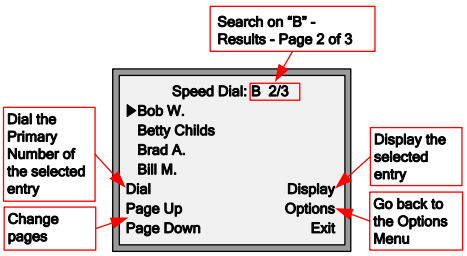
1.	Use ▲ or ▼ to scroll to the number to assign as primary.	
2.	Press the **Primary** softkey.	The star appears next to the number you select as the Primary number. 
3.	• Press **Back** to return to the Speed Dial List. **Or** • Press **Exit** to leave the Speed Dial application.	The new entry appears at the top of the Speed Dial list.

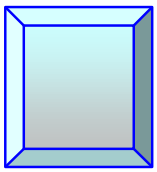
Edit a Speed Dial List Entry:		
Edit the Number:		
1.	From the Speed Dial List: Use the **Page Up** or **Page Down** softkeys to find the page, then use ▲ or ▼ to point to the entry to edit.	
2.	Press the **Display** softkey.	The entry displays.
3.	Use ▲ or ▼ to scroll to the number to edit.	
4.	Press the **Edit** softkey.	The Enter Number prompt displays.
5.	Use the **Backspace** key and the keypad to edit the number.	
6.	Press the **Done** softkey.	The change is saved.
Edit the Name:		
1.	From the Speed Dial List: Use the **Page Up** or **Page Down** softkeys to find the page, then use ▲ or ▼ to point to the entry to edit.	
2.	Press the **Options** softkey.	The Speed Dial Options screen displays.

3.	Use ▼ to scroll to the **Edit** option.	
4.	Press ▶ or **Select**.	The Edit Speed Dial Entry screen displays with the Enter Name prompt. 
5.	Make any necessary changes.	
6.	• Press the **Done** softkey to advance to the Numbers screen to edit a number. **Or** • Press **Back** to go back to the Speed Dial Options screen. • Press **Exit** to leave the Speed Dial application.	
Dial from the Speed Dial List:		
1.	Find the entry to dial.	

2.	• Press the **Dial** softkey. **Or** • Lift the handset.	The number automatically dials. Note The **Primary** number is dialed if you do not display the entry and specifically select one of the other numbers.
Delete an Entry in the Speed Dial List:		
1.	From the Speed Dial List: Use the **Page Up** or **Page Down** to find the page, and then use ▲ or ▼ to point to the entry to edit.	
2.	Press the **Options** softkey.	The Speed Dial Options screen displays.
3.	Use ▼ to scroll to the **Delete** option.	
4.	Press ▶ or **Select**.	The Confirm screen displays. 
5.	Press the **Yes** softkey.	The Speed Dial List displays and the entry is deleted.
Move an Entry Up or Down in the Speed Dial List:		
1.	From the main Speed Dial Screen: Press the **Options** softkey.	The Speed Dial Options screen displays.

2.	Use ▼ to scroll down to the **Order** option.	
3.	Press ▶ or **Select**.	The Speed Dial list displays with the Move Up and Move Down softkeys available.
4.	Use ▲ or ▼ to point to the entry that you want to move to a different location in the list.	
5.	Use the **Move Up** or **Move Down** softkeys to relocate the entry.	The entry moves in the list.
6.	Press **Back** or **Exit** when finished.	The changes are saved.
Search the Speed Dial List:		
1.	From the Speed Dial List main screen: Press the **Options** softkey.	The Speed Dial Options screen displays. The Search Option is the first in the list. 
2.	Press ▶ or **Select**.	The Speed Dial Lookup screen displays with the Enter Name prompt. 

3.	Enter one or more characters for the search.	
4.	Press the **Lookup** softkey.	A list of entries found displays. 



Chapter 8
ACD Features

Sign On/Off

You must sign on to the ACD agent group in order to receive ACD calls. One of the following 3 methods is used.

- Automatic.
- Manual with Agent ID Number.
- Manual with Agent ID Number and Password.

Note

- If you hear fast busy tone, the Sign On is invalid. Try again, and if not successful, see your supervisor or system administrator.
- You cannot sign on when the **OnOffline** softkey lamp is fluttering, indicating that the ACD group is in Night Service.
- If the **Wrap/Work** status lamp flutters after signing on, press the **Wrap/Work** softkey to clear the lamp and set the phone to an idle state so that you can receive ACD calls.
- Your system administrator or supervisor provides your Agent ID and/or Password.

Sign On/Off Lamp Status

Lamp	State	Description
Sign On/Off Status Lamp	ON	You are Offline.
Sign On/Off Status Lamp	OFF	You are already signed on.
Sign On/Off Status Lamp	Flutter	Your group is in Night Service.

Sign On State

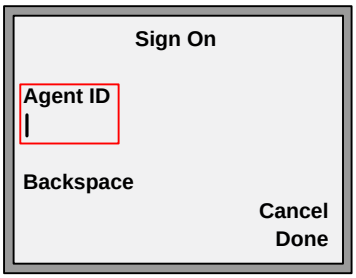
Your system administrator has chosen your phone state when you sign on. The following table describes the various states.

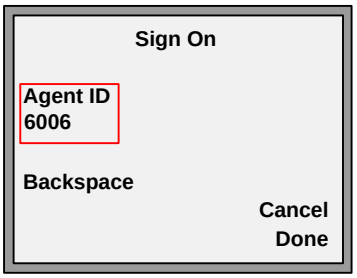
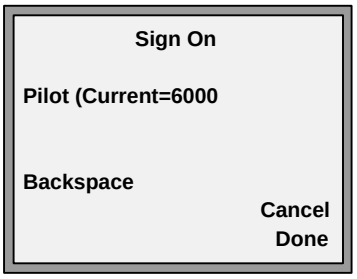
State	Result
Active	You are able to take ACD calls
Agent Unavailable with an optional Reason Code	You are unable to take ACD calls
Work	You are unable to take ACD calls
Hands-Free Auto-Answer On	You are able to take ACD calls in the hands-free mode
Hands-Free Auto-Answer Off	You are able to take ACD calls in normal mode.

Sign On

Note

The **OnOffline** softkey status lamp is ON indicating you are offline.

Step	Action	Result
Automatic Sign On:		
1.	Press the **OnOffline** softkey.	• The status lamp turns OFF. • You are signed on to the agent group.
Manual Sign On with Agent ID:		
1.	Press the **OnOffline** softkey.	• You hear one beep. • The Agent ID prompt displays. 

Step	Action	Result
2.	Enter the Agent ID.	
3.	Press the **Done** softkey.	• The status lamp turns OFF. • You are signed on to the agent group.
Manual Sign On with Agent ID and Password:		
1.	Press the **On/Offline** softkey.	• You hear one beep. • The Agent ID prompt displays.
2.	Enter the Agent ID.	• You hear 1 beep. • The Password prompt displays.
3.	Enter the Password.	
4.	Press the **Done** softkey.	• The status lamp turns OFF. • You are signed on to the agent group.
Dynamic Agent Sign-on		
1.	Press the **On/Offline** Key	The pilot screen displays. Your current pilot is displayed. NOTE: If you do not have automatic sign-on assigned, you must enter the agent ID and password to see this screen. 

Step	Action	Result
2.	• Enter the pilot number using the keypad. Or • Press **Done** if you want to stay signed-on to the current pilot.	

Sign Off

The **OnOffline** softkey enables you to sign off of the agent group. The **OnOffline** key status lamp is OFF indicating you are online.

Note

- When you sign off, non-ACD calls can still be placed and received.
- Activating Night Service automatically signs off all agents.
- Auto Answer may be set to be automatically deactivated when you sign off. However, you can reactivate it to automatically answer non-ACD calls.
- When you want to sign off of the ACD group, but there are still calls in queue, press the **OnOffline** key ***before*** you finish your last ACD call. The current call is not affected and you are signed off when the call is ended. Other agents will answer the calls that are in queue.

Step	Action	Result
1.	Press the **OnOffline** key.	• The status lamp turns ON. • You are signed off of the agent group.

Hands-Free Auto Answer (HFAA)

The Hands-Free Auto Answer feature allows calls to be answered automatically.

Step	Action	Result
Activate Auto Answer:		
1.	Press the **AutoAnswer** softkey.	• The Auto Answer status lamp turns on steady. • All calls are automatically answered.
Deactivate Auto Answer:		

Step	Action	Result
1.	Press the **AutoAnswer** softkey.	• The Auto Answer status lamp turns off. • Calls must be answered manually.
Note The Auto Answer status lamp flashes while on a call.		

Wrap-up

The Wrap-up feature is an optional time period that automatically begins after each ACD call. Wrap-up allows you to complete paperwork before taking a new ACD call. System Administrators define the Wrap-up time settings.

Action	Result
ACD call ends	• The Wrap/Work status lamp flashes slowly. • You are in Automatic Wrap-up.
Wrap-up timer expires	• The Wrap/Work status lamp is OFF. • You are automatically available to take calls.
Wrap-up with no timer	• The Wrap/Work status lamp flashes slowly. • You are in Automatic Wrap-up until you manually cancel.

Cancel Wrap-up

Step	Action	Result
1.	Press the **Wrap/Work** key.	• The Wrap/Work status lamp turns OFF. • You can now take ACD calls.

Work

The Work state is a time period activated manually by the agent, allowing for a more flexible time between ACD calls for paperwork, filing, or other tasks for which the Wrap-up time cannot be predicted. During this time, you are not available to receive ACD calls.

Note

- The Work state can be activated at any time except when in automatic Wrap-up.
- If you press the **Wrap/Work** key while on an ACD call, the Work state will take effect at the end of the call. If you wait until after the call is finished to press the Work key, you could receive another ACD call before the Work state has taken effect.

Step	Action	Result
Activate Work:		
1.	Press the **Wrap/Work** key.	• The Wrap/Work status lamp flashes. • You cannot receive ACD calls.
Deactivate Work:		
1.	Press the **Wrap/Work** key again.	• The Wrap/Work status lamp goes OFF. • You now receive ACD calls.

Timed Work

If the optional Work state timer (Time for Agent Work) is applied, the system can apply one of the following agent states to the agent still remaining in Work when the timer expires.

- Agent Unavailable:
  - Reason Code Number for Agent Work state – The reason code for agents who become unavailable after being in the Work state longer than the Time for Agent Work parameter.
  - Time for Agent Unavailable - The maximum amount of time an agent can remain in the Unavailable state, after being in the Work state longer than the Time for Agent Work timer.
- Agent Offline

Call Record

The Call Record feature allows you to manually initiate call recording, which is particularly valuable when an agent is dealing with a hostile caller or an emergency situation, such as a bomb threat.

Note

Call recording requires a separate recording device.

Step	Action	Result
Start the recording:		
1.	Press the **Call Record** key.	• The Call Record status lamp flashes, then turns ON when the recording starts.
Stop the recording:		
1.	Press the **Call Record** key.	• The recording stops. • The Call Record status lamp turns OFF.

Unavailable

The Unavailable feature allows you to go into the Unavailable state where you cannot take ACD calls. There can be 100 feature codes. SIP stations now have page down, page up and search buttons to view all 100 Agent reason codes.

Reason Codes are defined by the system administrator.

This feature provides an alternative for going into the Work state or signing off of the agent group. Pre-defined reason codes could represent "lunch", "break", etc. The reason code is captured in the system database and is used in statistical reporting.

The Unavailable feature can be:

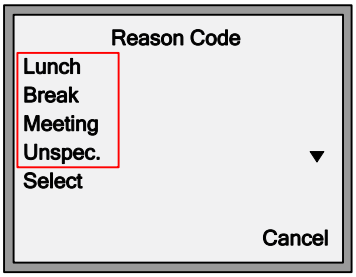
- Activated manually by using the **Un-avail** key.
- Set up by the administrator to activate at sign-on.
- Set up by the administrator to activate if you have been in the Work state longer than the “Time for Agent Work” timer.

Unavailable Options

The following are the Unavailable options:

- Unavailable with no Reason Code.
- Unavailable with *optional* Reason Code.
- Unavailable with *required* Reason Code.

- Agent Unavailable can optionally be timed and ***automatically*** canceled by the system. See your supervisor or system administrator with any questions.

Step	Action	Result
Activate Unavailable:		
1.	Press the **Un-avail** key.	• You hear 1 beep. • The reason code list displays. 
2.	If required: Use ▲ or ▼ to scroll through the list of codes.	
3.	Press **Select** to choose the code.	• The selection displays on the phone screen for 3 seconds, then the idle screen displays. • The Unavailable status lamp turns on steady. • You are not available to take ACD calls.
Deactivate Unavailable:		
1.	Press the **Un-avail** key	• The Unavailable status lamp turns off. • You are available to take ACD calls.

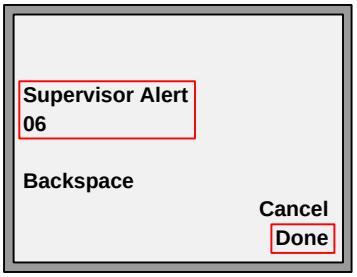
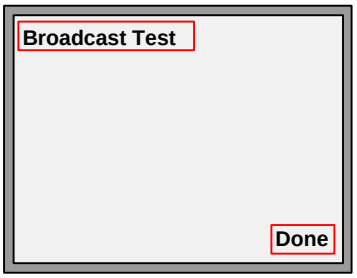
Supervisor Alert

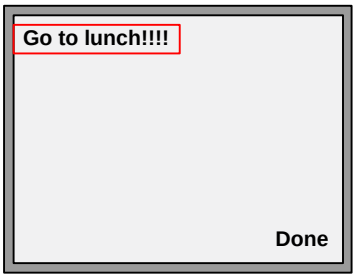
The Supervisor Alert feature:

- Allows agents to send pre-programmed messages to the supervisor's call center management screen (Centergy Reporting) using numeric codes provided by the administrator.
- Allows supervisors to send messages to the agent phone display.

Note

The key label is defined by your system administrator and may be different on your phone.

Step	Action	Result
Agent to Supervisor Messages:		
1.	Press the **Alert** key.	You hear 1 beep. Note The Alert status lamp does not turn on for Agent to Supervisor messaging.
2.	Dial the numeric message code. Note Alert Codes are provided by your system administrator.	
3.	Press **Done**.	• The alert is sent. • The message displays. 
4.	Press **Done**.	The idle screen displays.

Supervisor to Agent Messages:		
1.	You receive a message from your supervisor on your phone screen:  	
2.	Press the **Done** key. **Note** The screen will also automatically time out and return to the idle screen.	• The idle screen displays. • The Alert lamp flashes.

Message Recall

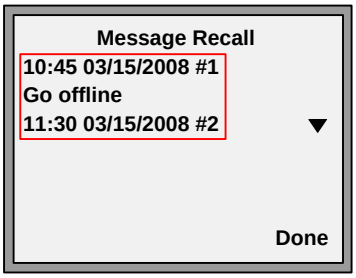
The Message Recall feature allows you to scroll through the Alert messages sent to the phone display screen, beginning with the most recent message. Each message includes the time, date, and the message number. The maximum number of messages that can be stored per agent is a system setting in Centergy Reporting. When the maximum is reached, a new message will overwrite the oldest message.

There are 3 lines available for Message Recall display on the 55i.

Note

The key label is defined by your system administrator and may be different on your phone.

View Messages

Step	Action	Result
1.	Press the **Recall** key.	• If the Alert lamp is flashing, it turns off. • The Recall status lamp turns on, then turns off immediately. 
2.	Press ▼ or ▲ to scroll through the display to review all messages.	

Transact

The Transact feature provides a means to obtain common statistical information about calls. System administrators set up the fields and codes based up the current requirements.

Transact is used for reasons such as tracking types of calls for a specific product, or for special campaigns such as a pay-per-view boxing event. The Transact feature is set up separately for each call center.

Transact fields and codes can be deleted, rebuilt and used again for an entirely different subject.

To use the feature, you must do the following:

- Obtain the information from the customer.
- Select codes based upon that information.
- Depress the Transact key on the telephone.
- Enter the code number(s) using the keypad.

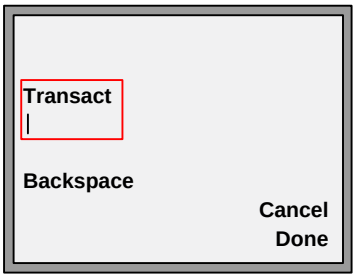
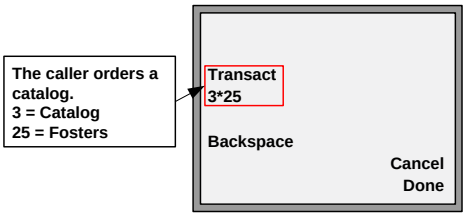
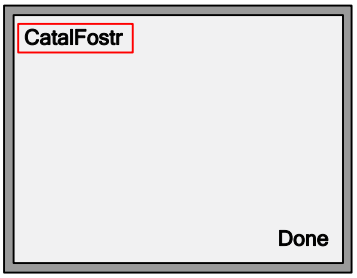
Note

- Transact Codes can be entered while talking to a caller or between calls.
- The caller does not hear the tones when the Transact codes are entered.

In the following example, a customer calls to renew his subscription to a monthly pet magazine. The agent takes calls for magazines, books, and catalogs. The agent will enter the code for the type of publication, then, enter the code for the specific publication for that type.

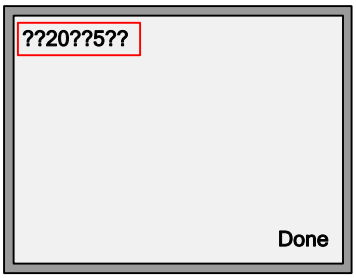
Note

The key label is defined by your system administrator and may be different on your phone.

Step	Action	Result
1.	Press the **Transact** key.	• The Transact screen displays. 
2.	Dial the Transaction code. **Note** • Press the **Backspace** key to erase characters. • Press the **Cancel** key to cancel the code.	
3.	Press the **Done** key.	• The Transact code displays.  • The code is successfully entered and stored.

Unknown Code

If a field or code is defined, the text will display. If a field or code is not defined, the code number you entered will display with question marks as in the example below.



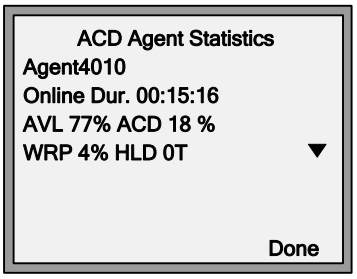
Agent Statistics

The Agent Statistics feature enables the agent to display current individual agent statistics on the LCD display.

The following statistics display when the Agent Statistics softkey is pressed:

Screen Display	Description	
Agent Name and Extension		Agent name and extension
Online Dur.		Online Duration
AVL	Available	The percentage of time available to receive calls
ACD	Automatic Call Distribution	Percentage of time answering ACD calls
WRP	Wrap-up	Percentage of time in Wrap-up state
HLD	Hold	Percentage of time in Hold state
WRK	Work	Percentage of time in Work state
INC	Incoming	Percentage of time on incoming calls
OUT	Outgoing	Percentage of time on outgoing calls
INT	Internal	Percentage of time on internal calls
Total ACD calls		Total number of ACD calls
Avg ACD Dur		Average duration of ACD calls
#OUTG	Outgoing	Total number of outgoing calls
#INCM	Incoming	Total number of incoming calls

Use the Agent Statistics Key

Step	Action	Result
1.	Press the **Agent Stat** softkey.	The Agent Statistics display. 
2.	Press ▼ to scroll through the agent statistics.	

Queue Depth

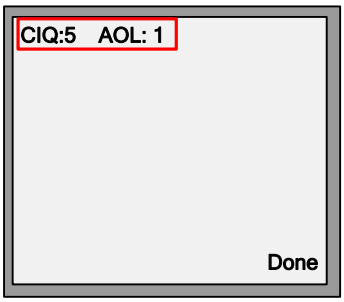
The Queue Depth feature enables agents and supervisors to display current queue information on the LCD display.

- If you are an agent, the Queue softkey displays the queue status of the ACD pilot where you are an agent.
- If your station is an ACD supervisor for a *different ACD pilot*, the Queue softkey shows the queue status of the ACD pilot where this station is an ACD supervisor.

The following information displays with the Queue Depth softkey is pressed:

Acronym Displayed	Description
CIQ	Number of Calls In Queue
AOL	Number of Agents Online.

Use the Queue Depth Key

Step	Action	Result
1.	Press the **Queue Dep…** softkey.	The Queue Depth displays. 

Supervisor Functions

Night Service

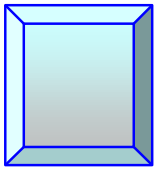
The **Night Svc** key enables a supervisor to manually activate the pilot's night call guide. A night call guide supports a call center at times when agents are not available. Typically, Call Route Scheduling parameters activate the night call guide during anticipated down times, such as nights and holidays. With the Night Service feature, however, a supervisor can activate the night call guide in unusual circumstances, such as emergency situations, when agents are unexpectedly unavailable.

Overflow

The **Overflow** key enables a supervisor to manually route all calls in queue to any overflow pilots. Until the supervisor cancels manual overflow, ACD continues to route all calls to overflow pilots. To re-route calls back to the primary pilot, a supervisor must cancel manual overflow.

Call Force

The **Force** key enables a supervisor to manually suspend the Wrap and Work capabilities for all agents in the ACD pilot. All agent stations that are in a Work or Wrap state are immediately available to receive calls.



Chapter 9 Directories

Overview

Your phone can have softkeys that query directories external to your phone. The specific directories you can access and the softkey labels for these directories are chosen and configured by the system administrator according to the requirements of your organization. You can query these directories and use the results to dial the destination or save the results to your Speed Dial list.

Directory Types

The following four directory types can be accessed from the 6755i:

Directory	Key Label on the Phone	Description	Password Required
DLS (PBX)	**Internal**	Your PBX directory.	No
Exchange (Active) Directory	**Corporate**	The main corporate Exchange (Active) directory or basically, the names you see in your Outlook Global Address List.	No
Contacts Directory	**Contacts**	Your personal Contacts folder in Outlook.	Yes
Combined Directory	**Directory**	A combination of one, two, or all of the above. If an exact duplicate entry is found, only one of the entries will display.	Yes, if the Contacts directory is one of the directories used.

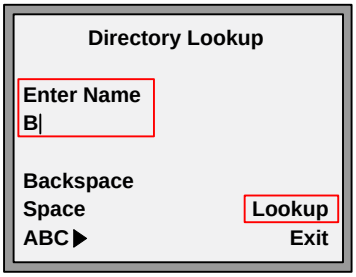
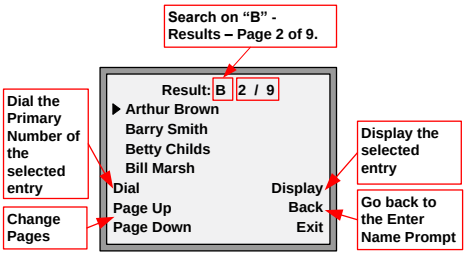
Phone Numbers

Entries must contain at least one phone number for the system to find and display the entry. Entries without a phone number are ignored.

Directory Lookup and Dial

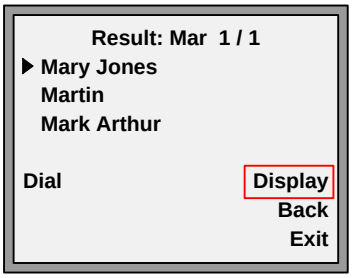
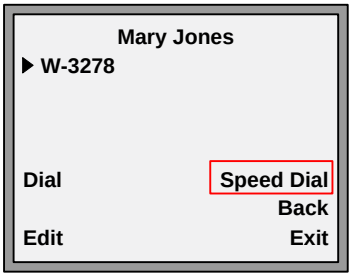
Note

See Contacts Directory for logging on to the network from the phone.

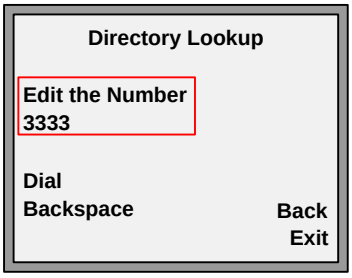
Step	Action	Result
1.	Press the appropriate directory softkey.	The Directory Lookup screen displays. 
2.	Enter one or more characters.	Selected characters display as they are entered.
3.	Press the **Lookup** softkey. **Caution!** If you press ▶ at this point, the number where the cursor ▶ is pointing is automatically dialed.	The lookup executes and the results display. 
4.	If there are more than 4 entries found: Use the **Page Up** or **Page Down** softkeys to scroll through the entries to find the desired entry. There are 4 entries per page.	
5.	• Press **Dial** or ▶ or lift the handset. **Or** • Press **Display** to open the entry and • Press **Dial** or ▶ or lift the handset.	The number automatically dials.

Add an Entry to the Speed Dial List

You can save an entry to the Speed Dial List.

Step	Action	Result
1.	Do a directory lookup and choose an entry.	The Results screen displays: 
2.	Press the **Display** softkey.	The screen for that entry displays. The Speed Dial softkey is available. 
3.	Press the **Speed Dial** softkey.	The entry is written to your Speed Dial List, and the confirmation screen displays.
4.	Press **Done**.	
5.	Go to Edit a Speed Dial List Entry.	

Edit the Number before you Dial

Step	Action	Result
1.	Find the directory entry.	
2.	Press the **Display** softkey.	
3.	Press the **Edit** softkey.	The Edit the Number prompt displays. 
4.	Edit the number.	
5.	• Press **Dial**. **Or** • Lift the handset.	The number automatically dials. Note The edited number is not saved anywhere.

Exit a Directory

Step	Action	Result
1.	Press the **Exit** softkey.	The idle screen displays.

DLS (PBX) Directory

The **Internal** softkey accesses this directory. Only one number per directory entry is stored in the PBX directory.

Find an Entry and Dial the Number

Use the Directory Lookup and Dial procedure to find the entry.

Edit the Number before you Dial

When you choose an entry to dial, you can edit the number before you dial. Your edit is not saved.

See Edit the Number before you Dial.

Add an Entry to the Speed Dial List

You can add an entry to your Speed Dial List, you can edit that number, and you can add more numbers.

See Add an Entry to the Speed Dial List and Edit a Speed Dial List Entry.

Exit a Directory

See Exit a Directory.

Corporate Directory (Exchange/Active)

Only the following phone numbers are displayed for the Exchange (Active) directory:

- Business
- Mobile
- Home

Find an Entry and Dial the Number

Use the Directory Lookup and Dial procedure to find the entry.

Edit the Number before you Dial

When you choose an entry to dial, you can edit the number before you dial. Your edit is not saved.

See Edit the Number before you Dial.

Add an Entry to the Speed Dial List

You can add an entry to your Speed Dial List, you can edit that number, and you can add more numbers.

See Add an Entry to the Speed Dial List and Edit a Speed Dial List Entry.

Exit a Directory

See Exit a Directory.

Contacts Directory

First Time Login and Subsequent Logins

Any directory softkey that accesses the Outlook Contacts directory requires you to log in to your system using responses that you use with *Microsoft Outlook Web Access*.

The first time you use a softkey that accesses your Outlook Contacts, you will be prompted for Email ID, User Name, and Password.

Subsequently, because you are already logged on to the network, you will only be prompted for the details of your next query. Also see Security and the Logout Softkey.

Outlook Contacts Phone Numbers

Ten-digit numbers should be stored in your Contacts folder as 10-digit numbers only, without access numbers (such as 8 or 9.)

Only the following phone numbers are displayed for the Outlook Contacts directory:

- Business
- Mobile
- Home

Dial Softkey and Display Softkey

When you press the **Lookup** softkey on the phone, the system displays the entries it finds, and the Dial, Display, and Back softkeys display on the screen.

Dial Softkey:

The **Dial** softkey automatically dials the first number it finds in the Contacts entry as follows:

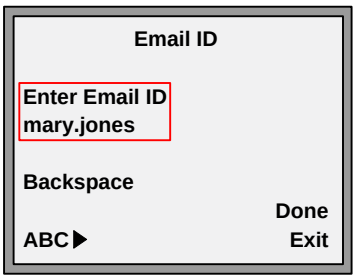
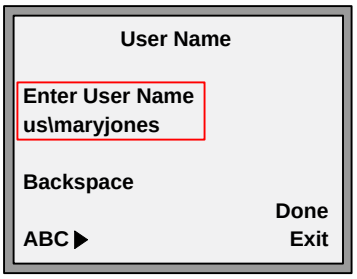
- The system dials the first number found that is labeled "Business".
- If no "Business" number is found, it dials the first number found that is labeled "Mobile".
- If no "Mobile" number is found, it dials the first number found that is labeled "Home".

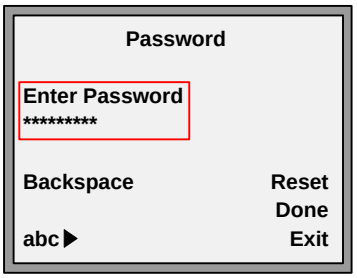
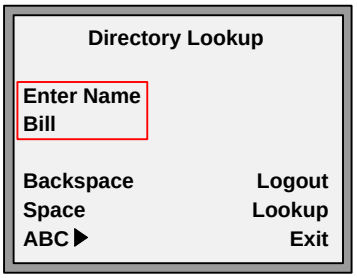
Display Softkey:

The **Display** softkey shows you the list of numbers found in the Contacts entry. You can choose a number and use the **Dial** softkey to dial the number.

Access the Contacts Directory

Step	Action	Result
1.	Press the appropriate directory softkey.	The Email ID screen displays.

Step	Action	Result
2.	Enter the **first half of your email address** for the Email ID. Example: If the email address = mary.jones@aastra.com, The Email ID = **mary.jones** Note The phone also accepts the complete email address.	 Note • Use the **"1"** on the dial pad in text mode (ABC softkey) to enter a "**.**" • Use the **"#"** key in text mode (ABC softkey) to enter a "@".
3.	Press **Done**.	The User Name screen displays.
4.	Enter your **domain name\username**. Example: **us\maryjones**	 Note Use the **"#"** key in text mode (ABC softkey) to enter a "\".
5.	Press **Done**.	The Password screen displays.

Step	Action	Result
6.	Enter the password you use to log into your network every day. Example: **hawkes5** Note • As you enter the password, the actual character or number you enter will be visible for a very short time to help you see the characters you enter. It is then replaced by the * character. • If the password is case-sensitive, use the ABC softkey to toggle between uppercase, lowercase, and numeric formats.	
7.	Press **Done**.	If you are successful: • The Directory Lookup screen displays the "Enter Name" prompt. • The Logout softkey displays. 
8.	Go to the Directory Lookup and Dial procedure.	

Edit the Number before you Dial

When you choose an entry to dial, you can edit the number before you dial; however, the change is not saved.

See Edit the Number before you Dial.

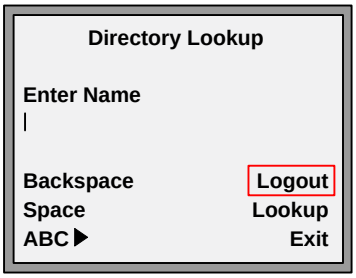
Add an Entry to the Speed Dial List

You can add an entry to your Speed Dial List, you can edit that number, and you can add more numbers.

See Add an Entry to the Speed Dial List and Edit a Speed Dial List Entry.

Exit Outlook Contacts

When the Outlook Contacts directory is accessed, the Logout softkey is used when you exit. See Security and the Logout Softkey.

Step	Action	Result
1.	Press the **Logout** softkey.	
2.	Press the **Exit** softkey.	The idle state screen displays.

Security and the Logout Softkey

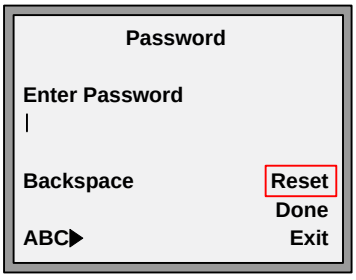
The **Logout** softkey is provided on the main Directory Lookup screen for the Contacts Directory (Contacts softkey) and the Combined Directory (Directory softkeys) if it includes your Outlook Contacts), so that you can log off of the network.

If you have not used the Outlook Contacts directory for a specified length of time, and have not logged out, you are logged out automatically and will be required to use your password again to access the directory.

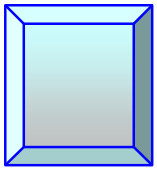
The default idle time is 30 minutes, but can vary according to the requirements of your organization. During this time, if you are not at your phone, it is possible for others to access your Outlook Contacts directory. It would be best to use the Logout softkey before you leave your phone.

Reset Softkey

You must press the **Logout** softkey to access the **Reset** softkey which is available on the Password screen. You can use the **Reset** softkey to go back to the "Email ID" prompt and log in as another user.



When you use the **Reset** softkey and have logged in before, your previous information will display by default until you change it.



Chapter 10
Multi-Ring

Overview

When a call arrives at a line with Multi-Ring activated, the Pointspan system places one or more Multi-Ring calls if a line is configured with the Multi-Ring feature.

There is also an option provided to allow you to accept the call by pressing any DTMF digit on the phone including # and *. The call is connected only when you confirm the answer.

Multi-Ring is turned on or off on lines configured with Multi-Ring as follows:

- Locally at the phone.
- Remotely from another Pointspan phone.
- Remotely from home via a Pointspan trunk.

Multi-Ring Status

The **Multi-Ring** softkey displays the current enabled/disabled status, and can be used to change that status.

The lamp on the Multi-Ring softkey reflects the current status of Multi-Ring on the currently selected line:

- Lamp ON – Multi-Ring is enabled.
- Lamp OFF – Multi-Ring is disabled and the system will not attempt to call any other number defined on the line.

Bridged Line Appearance Lines

When you press the **Multi-Ring** softkey to enable or disable Multi-Ring on the currently selected line, the lamp immediately changes on all ITEs or SIP stations sharing that line to reflect the change in Multi-Ring status.

Multi-Ring on more than One Line

When your phone has two or more lines configured with Multi-Ring, the lamp on the Multi-Ring button reflects the combined status of Multi-Ring on ALL lines on the SIP station as follows:

- When the lamp is on steady, Multi-Ring is enabled on at least one line of the SIP station.
- When the lamp is off, Multi-Ring is disabled on *all* lines of the SIP station.

Example:

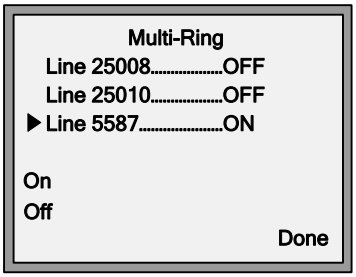


Figure 4 Multi-Ring on Multiple Lines Display

Remote Access

Multi-Ring Remote Access is an added feature of Multi-Ring that allows you to remotely change the Multi-Ring enable/disable status of lines on Pointspan. You can be another Pointspan station user or an off-switch user dialing into Pointspan (via a trunk to Pointspan).

Multi-Ring remote access is initiated as follows:

- A remote user dials a *feature directory number* set up with the new Multi-Ring Remote Access.
- A remote user dials a *numeric feature code* set up with the new Multi-Ring Remote Access.
- The Personal Id (PIN) assigned to a Voice Line provides security for that line so unauthorized users cannot change the Multi-Ring status.

Your system administrator will provide these tools for Remote Access.

Using Remote Access

To access Pointspan, you can either dial a DID number defined as Multi-Ring access that contains the feature directory number, or dial into Pointspan over an incoming dialed trunk and then enter the feature directory number or numeric feature code.

Note:

Prompts are given by tone only.

Step	Action	Result
1.	Dial into Pointspan using one of the two methods: • A feature number defined as Multi-Ring Remote Access. Or • The numeric feature code defined as Multi-Ring Remote Access.	You hear a ZIP tone that prompts for the directory number of the line to be accessed.

Step	Action	Result
2.	Enter the directory number. **NOTE:** If the directory number is less than 5 digits, you must enter the # key after entering the digits.	You hear a ZIP tone that prompts you for the Personal ID (PIN) of the line.
3.	Enter the PIN number. The maximum number of digits in the PIN is 8 digits. If you have less than 8 digits, enter the # key after entering the digits.	You hear a ZIP tone that prompts you for the new Multi-Ring status.
4.	Enter a single digit as follows: • 0 to turn off (disable) Multi-Ring on the line. Or • 1 to turn on (enable) Multi-Ring on the line.	You hear a ZIP-ZIP tone that confirms the change. The Multi-Ring button lamps on the phone(s) are updated accordingly.

Multi-Ring Call Answer Confirmation

The system administrator may configure the Multi-Ring feature on your phone to require you to give a confirmation before the call is connected.

You will hear one of the two following types of prompts that has been configured for your organization:

- A prompt asking you to press any DTMF digit to accept the call.
- A prompt asking you to press any DTMF digit to do *one* of the following:
  - Accept the call, where the call is immediately connected or,
  - Immediately forward the call to the Call Forward-Busy destination of the line. If CFB is not configured the caller will hear the busy tone.

A pause of up to 15 seconds allows you time to confirm.

If you hang up or do not press a digit within the maximum time period, the call will then follows the assigned call forward path.

If the call ringing on the line is not answered by one of the Multi-Ring numbers, the call is handled just like any other unanswered call and follows the assigned call forward path.

Appendix A
Optional Expansion Modules

Expansion Modules

Two types of expansion modules are available for the Aastra 6755i, 6757i, and 6757i CT phones (maximum of 1 expansion module per phone).

- M670i - 18 keys in each column (totaling 36 keys).
- M675i - 20 keys available on each page (totaling 60 softkeys)

Expansion module keys support the same features as the keys on the phone.

Model M670i

The M670i provides 18 keys in each column (totaling 36 keys) on the keypad. Each key has an LED for call status indication. Paper labels are provided for key labeling.

Figure 5 Model M670i Expansion Module

Figure 6 Model M670i Keys

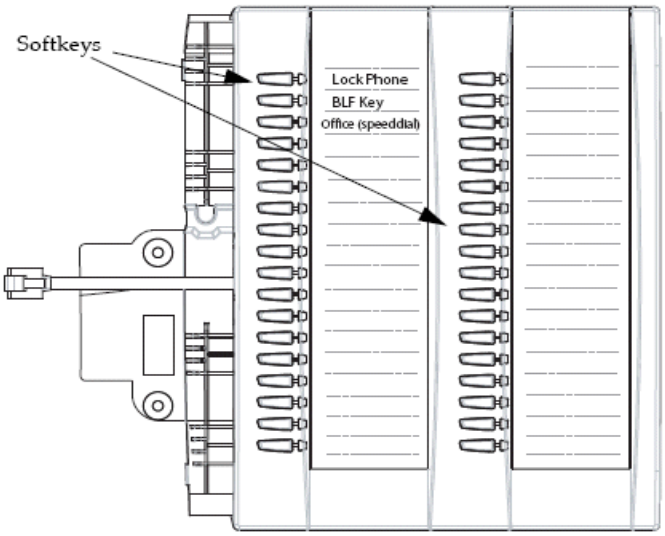


Figure 7 A 6755i with an M670i Expansion Module (Max 1 per phone)

Model M675i

The M675i provides:

- An LCD screen for displaying key labels.
- 3 keys at the bottom left of the unit that represent "Page 1", "Page 2", and "Page 3" of the LCD display.

- 10 keys in each column providing 20 softkeys available on each page (totaling 60 softkeys per M675i.)
- Each key has an LED to indicate call status.

Figure 8 Model M675i Expansion Module

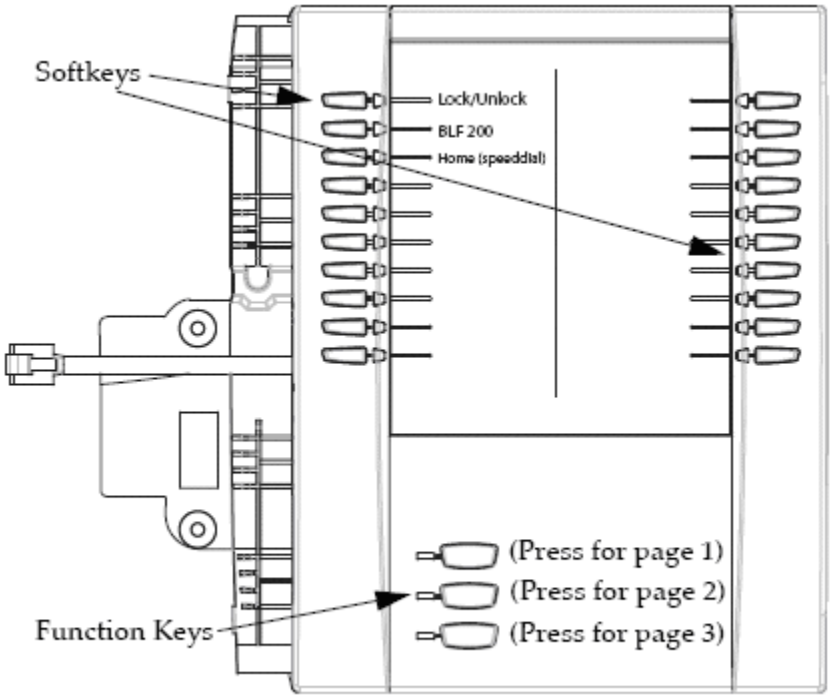
Column Display Format

The M675i Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display 3 full screens of keys. Each screen consists of 2 columns.

Using the M675i

Step	Action
1.	• Press the top key for Page 1. **Or** • Press the middle key for Page 2. **Or** • Press the bottom key for Page 3.
2.	Press the desired feature key.

Figure 9 M675i Page 1 Screen



Page 1 Screen

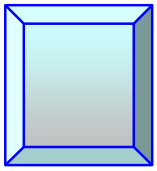
Figure 10 An Aastra 6757i IP Phone with an M675i Expansion Module (Max 1 per phone)

Appendix B
Troubleshooting

The following are common problems associated with the phone and possible solutions.

Problem	Possible Solution(s)
Network Disconnected message	The **Network Disconnected** prompt appears on the display and the telephone status lamp turns on if phone is not properly connected to the network. The phone also displays the default time and date of 12:00 am Jan 1st, 2005 or the equivalent. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and will display the "Network Connected" prompt for a few seconds. However, if changes have been made to your phone's network settings, you may need to restart your phone. Contact your system or network administrator for assistance.
Why is my display blank?	Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section "Connecting to the Network and to Power" in the *Aastra Model 6755i Installation Guide* for details.
Why is my speaker not working?	If you press the **Speaker** key and the speaker lamp flashes and you do not hear dial tone through the speaker, the Set Audio option in the phone's Options list has been set up for headset use. Press the **Speaker** key a second time and if the lamp goes out, the phone has been set up to be used only with a headset or handset. If the lamp stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speaker and the headset by pressing the **Speaker** key.
Why can't I get dial tone?	Check for any loose connections and that the phone has been installed properly. For installation instructions, refer to the "Installation and Setup" section in the *Aastra Model 6755i Installation Guide* provided with your phone.

Problem	Possible Solution(s)
Why doesn't my phone ring?	Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume key when the phone is on-hook and idle. For more information, see Volume Key in Chapter 2.
Why is the lamp not coming on when I have a new Voicemail Message?	Your phone system or service provider must provide a Visual Message Waiting service for this function to work. Contact your system administrator.
Why is my handset not working?	Check to ensure that the handset cord is fully connected to both the phone and handset. The handset connection on the bottom of the phone is marked with the handset symbol .
How do I find the IP address of my phone?	This setting is in the Options list. See IP and MAC Addresses in Appendix A.
How do I change my User Password?	This setting is in the Options list. See User Password in Appendix A.
Why does my phone display the "No Service" message?	The phone displays the "**No Service**" message if the SIP settings have not been set up correctly. You can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your system administrator.
How do I restart the IP phone?	This setting is in the Options list. See Restart Phone in Appendix A.



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